

Eligibility – Rent Assistance Benefit (RAB)

Rent Assistance Benefit (RAB) are benefits paid directly to the subsidy recipients to help pay their rent to a private landlord. Calgary Housing Company administers the supplement and is not the landlord.

Continued Eligibility

Annual Review – To continue receiving Rent Assistance Benefits (RAB), recipients are required to complete an Annual Rent Review. Calgary Housing Company will send out the Annual Rent Review 3 months prior to the expiry date of the RAB agreement.

Income Limits – To continue to qualify for the RAB subsidy, the recipient must remain under the Household Income Limits (HILs) set by the Government of Alberta. Once the review is complete and the recipient is still deemed eligible, Calgary Housing will recalculate the supplement amount based on the new information. If the recipient is no longer eligible for the RAB benefit, the supplement will be cancelled.

Household Information

As part of their RAB agreement, recipients must notify Calgary Housing Company if:

- There are changes in contact information.
- There is a change of address or if there is intention to move.
- If there someone moves in or out of the home.
- All income changes
- The rent on their market unit changes

All changes to a household may impact the RAB subsidy amount or eligibility.

Any changes must be reported to Calgary Housing Company within 30 days of the change, failure to report these changes may result in delay or cancellation of subsidy to the recipient.

Adjustments to the RAB Benefit – Calgary Housing Company may recalculate the subsidy benefit amount after receiving documentation verifying changes in the household. If the benefit is increased due to household changes, the change will take affect once the documents are received for the following rental month.

Frequently Asked Questions

What if my contact information changes?

If your contact information changes, please contact the Rent Supplement department at plrs.calgary.ca or call (587) 390-1200 to update your information.

What if my Income changes?

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

If your household income has decreased, Calgary Housing can temporarily adjust your rent supplement. You must submit your income changes before the 3rd week of the month to take affect the following month.

What if someone has moved into my home?

If the person is being added as a household member, please contact the Rent Supplement department by email at plrs.calgary.ca or call (587) 390-1200.

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

If the recipient household is still eligible, the new household member will be added to the file and the subsidy benefit will be recalculated.

What if someone has moved out of my home?

Notify Calgary Housing Company by email at plrs.calgary.ca or call (587) 390-1200. The household member can be removed from the file. Your household income will be recalculated, and your Rent Assistance Benefit may be adjusted.

Can my benefit be withheld?

A benefit can be withheld for the following:

- The RAB recipient moves into housing that is ineligible.
- The recipient does not provide the required information, provides false or misleading information or any additional information as requested to assess the recipients continued eligibility.
- The recipient moves without informing Calgary Housing
- The recipient moves a person into their home without notifying Calgary Housing
- The RAB recipient is no longer eligible for an assistance under the Social Housing Accommodation Regulation.
- The RAB recipient requests to be removed from the RAB program
- 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, Calgary Housing, they will be responsible to pay back any subsidies paid to them by Calgary Housing from the time they were deemed ineligible