

**Reasons for Decision:**

**Order# 1718-0720**

The appellant appealed that they were denied coverage for late rent fees due to their benefits being issued late.

The Department representative advised that the appellant is subject to submitting monthly Income Declaration Forms as they have declared sporadic employment income in the past. Their benefits are processed based on the dates the Income Declaration Forms are submitted. The Department provided a summary of the appellant's submissions together with a pre-established schedule of cheque processing dates. Depending on when the appellant provided a completed income declaration form, occasionally their benefits were issued late. If the income declarations are not received by the end of the month, the previous month's benefits will be issued after the regular cheque automation date. The Department advised they had erred in processing the appellant's <date removed> Income Declaration Form, causing late rent fees, which were reimbursed.

The appellant advised that there is still a one-month late fee outstanding. The appellant said they advised the Department several months ago, that their past employment income was a one-time income and does not understand why they are still subject to sending in monthly Income Declaration Forms. The appellant advised that they suffers from memory impairment and does not always remember the dates to submit the Income Declarations and is very confused by the process.

After carefully considering the written and verbal information, the Board finds that the Department has treated the appellant's situation fairly. The appellant finds that there is still an outstanding late fee owed to their landlord. The Board was not presented with evidence to support this claim. The appellant was advised that the Department is prepared to reimburse the late fees, if provided with a bill or receipt from their landlord. Therefore, the decision of the Director has been confirmed and the appeal has been dismissed.

The Board strongly encourages the Department to remove the condition that the appellant submit monthly Income Declaration Forms every month, as it was clarified at the hearing by the appellant that their earnings were a one-time matter and not ongoing.

## **DISCLAIMER**

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