



# Communiqué

**Issue 2025-07**

**Date: May 8, 2025**

*The Requirements, Recommendations and Guidelines in this Communiqué are applicable to the social housing providers administered by the City of Hamilton.*

<input checked="" type="checkbox"/>	Providers Under <i>Housing Services Act, 2011</i>
<input checked="" type="checkbox"/>	Providers Under a Federal Operating Agreement
<input checked="" type="checkbox"/>	Requirement
<input checked="" type="checkbox"/>	Guidelines
<input type="checkbox"/>	For Information Purposes Only

## **SUBJECT: Offers and Refusals Policy Update**

Hello Providers,

Please see the attached *Offers and Refusals Policy Update*, which has been updated to clarify that Housing Providers must utilize all methods available to connect with an applicant when offering a unit, including the alternate contact where applicable.

A summary of the updated policy can be found in the chart below:

<b>Policy</b>	<b>Summary of Changes</b>
Offers and Refusals Policy update	Housing Providers must exhaust all avenues identified to contact households to offer a unit. "All avenues" include both phone calls and emails to applicant(s) as well as emails and phone calls to alternate contacts such as an interpreter, outreach, or shelter worker if applicable.

This communiqué will be posted shortly on the City of Hamilton's *Housing Provider Information* webpage: <https://www.hamilton.ca/people-programs/housing-shelter/housing-services/housing-provider-information>

If you have any questions, please connect with your Housing Administration Officer.

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