OVERHOUSED PROCESS FLOWCHART

Housing Provider determines if the Household is Overhoused and sends Overhoused Notice to Household and Service Manager

Household may, but is not required to, move and does not lose RGI for 1 year after receipt of Overhoused Notice (12-month grace period)

Does Housing Provider have units with required number of bedrooms?

No

Yes

Household is immediately placed on Housing Provider's internal wait list (if available within Housing Provider's portfolio) *Ovehoused refusal does not count in first year

After 12-month grace period, Housing Provider sends Household 2nd Overhoused Notice and cc's HAO. Housing Provider sends ATH application & building selection form to Overhoused Household (and cc's ATH and HAO)

- Housing Provider completes relevant section of application and reviews for completeness
- ATH checks ATH Database to ensure the Overhoused Household has an Active application with the appropriate number of selections

First year ends

- ATH uses the Household's original ATH application date or move-in date whichever is earliest
- ATH Notifies Housing Provider if Household's ATH application status changes
- Housing Provider notifies ATH if Household is no longer Overhoused

Household must complete Annual Renewals with the Provider and ATH

Household receives offer of appropriate sized accommodation

Household Accepts?

Yes

No

Household moves to new unit; RGI continues

After 1 refusal, Household loses RGI and must pay market rent/housing charge

April 2025