

Offers and Refusals Policy

Table of Contents

Offers and Refusals Policy	1
Purpose	3
Scope	3
Responsibilities and Accountability	3
Terms and Conditions	3
Decisions Made by Housing Providers during the Application Process.....	3
Selection of Households for Vacant Units	4
Process.....	5
Housing Offers	5
When an applicant cannot be reached	6
Offer Acceptance.....	6
Applicant and Tenant Refusals. One Refusal	7
Tracking Offers and Refusals in the Integrated Housing Software (IHS).....	8
Responsibilities.....	11
Housing Provider Responsibilities.....	11
Access to Housing Staff Responsibilities	12
Applicant and Tenant/Member Household Responsibilities.....	13
Definitions.....	14
Related Resources/References.....	15
Approval	15
Appendices	17
JOB Aid-Sample Offer Letter	18
Offer of Rent-Geared-to-Income (RGI) Assistance	18
Housing Provider Steps for Filling a Vacant Unit	20
Housing Provider Steps for Filling a Vacant Unit Long Description.....	21
Vacant Unit.....	21
Market Unit.....	21
RGI.....	21

Purpose

To establish how housing offers are to be made to applicants on the centralized waiting list for **rent-geared-to-income** (RGI) assistance;

To establish that an applicant may refuse only one offer before it ceases to be eligible for RGI assistance, and;

To establish permissible reasons, timeframes, and processes, for offering and refusing a unit.

Scope

This policy applies to all City of Hamilton Housing Providers who operate housing projects subject to the *Housing Services Act, 2011* (HSA). O. Reg 367/11, and to all Housing Providers who are under a Rent Supplement agreement. This policy also applies to Housing Providers who have entered into a service agreement with the City of Hamilton pursuant to Part VII.1 of the HSA and to:

- All applicants on the centralized waiting list for social housing, and;
- Overhoused Households on the centralized waiting list and/or their Housing Provider's internal transfer waiting list.

Responsibilities and Accountability

The Housing Services Act, 2011 (HSA) requires the City of Hamilton, as Service Manager, to establish and administer policies, local rules and procedures for social housing in Hamilton. This includes informing Social Housing Providers of their legislative responsibilities regarding offers and refusals of housing for rent-geared-to-income (RGI) and rent supplement units.

This policy complies with the HSA O.Reg 367/11 s.32.2 which sets the minimum number of housing offers a household may refuse before ceasing to be eligible to be on the centralized wait list or eligible for RGI assistance.

Terms and Conditions

Decisions Made by Housing Providers during the Application Process

During the application process, a Housing Provider must decide:

1. if a household is eligible for RGI housing or special needs housing;
2. the rent that an RGI household must pay, and;
3. the size of unit that applicant household is eligible for.

The applicant has the right to ask for a review of these decisions.

Selection of Households for Vacant Units

Each time a household gives notice that they are moving out of a rent-geared-to-income unit, a Housing Provider must follow the steps detailed below until it has filled the vacancy. The process starts when the Housing Provider receives notice from a household that is moving out and ends when the new lease or occupancy agreement is signed.

Vacancies must be filled in accordance with the Occupancy Standards policy and by:

1. **Special Priority (SPP)** households identified on a Housing Provider's internal waiting list (before other internal transfers) in accordance with the HSA.
2. Other suitable households on a Housing Provider's internal transfer list for RGI; and
3. If there are no suitable households on the Housing Provider's internal transfer list, the unit must be offered to the next appropriate household on the centralized waiting list.

Housing Providers need to use a 'real-time' subsidiary list. The same list must be used until the vacancy is filled.

Applicants on the *centralized waiting list* are offered units in accordance with their application date - households rank higher than another household with a later application date, **except:**

4. Applicants who receive **Special Priority** status (SPP) are given the highest ranking on the waiting list. SPP applications are ranked chronologically by the date the SPP status is assigned. Applicants with SPP status must be offered available units prior to any other applicants on the centralized waiting list.
5. If no SPP has applied to the Housing Provider's project, then the Housing Provider must offer the vacant unit to applicants with **Urgent/Terminally III** status, ranked chronologically by the date that the Urgent status is assigned, before offering accommodation to Homeless, Newcomer and Youth and Chronological Status.
6. Applicants with **Homeless** status must be offered at least every **5th** vacancy within the provider's portfolio.
7. Applicants with **Newcomer or Youth** status must be offered at least every **10th** vacancy within the provider's portfolio.
8. Applicants with **Chronological** status must be ranked by their application date chronologically on the centralized waiting list

Applicants with Chronological status must be offered units based on their application date on a first-come-first-served basis.

Selected applicants or a member of the household requiring a modified or senior unit must meet the building mandate or modified unit requirements as per the [Housing Provider Information website](#) Lease and Occupancy Agreements Policy.

Process

Housing Offers

Housing Providers must offer vacant RGI and/or RGI modified units in accordance with the selection of RGI Households local policies and O.Reg 367/11 s. 47 and s. 76.

1. Applicant households must be offered RGI units based on their ranking on Housing Provider internal transfer lists and the centralized waiting list.
2. When a Housing Providers has a vacant RGI unit, it may offer it to an RGI household on their internal transfer list that meets the building mandate and is eligible for the available size of unit, prior to offering the unit to applicants from the centralized waiting list (subject to SPP rules).
3. Housing Providers must contact the first eligible Household and/or their alternate contacts to inform the household there is a unit available to view. Housing Providers must allow the Household two business days to respond, as well as clearly provide:
 - a. The Housing Provider's name, the name of the individual the household can contact and contact information (e.g. phone number) and,
 - b. Information about the unit location (address), size/type
 - c. Information about the timeframe for responding, i.e., two business days in which to respond, and the outcome for not responding
 - d. Date unit is available. Note that Housing Providers may need to negotiate this date subject to the applicant's requirement to give 60 days' notice to their current Landlord.
4. 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.
5. Housing Providers must record the results of each attempt to contact and each offer in the Integrated Housing Software (IHS) database according to this policy and each Housing Provider's system.
6. If unable to contact the household or alternate contact where applicable, then the Housing Provider can move to the next household on the list. If contact is made with the household, the Housing Provider must confirm the safe email address or mailing address for the Household and advise the household of the maximum

number of refusals and, if the household still wishes to view the unit, must allow at least 2 business days to view the unit.

7. For Co-op Providers only - hold membership interviews.
8. Confirm the household's eligibility for RGI according to HSA and local eligibility rules.
9. Housing Providers must allow the household at least one business day after viewing the unit to accept or refuse the unit. Households must submit all verification documents to confirm eligibility within 5 business days of accepting the unit or longer if agreed upon with the housing provider receiving the offer.
10. If a household needs to give a 60-day notice to their current landlord in order to break their current lease to accept the RGI unit, the Housing Provider must allow this to occur. The Housing Provider **must not** skip (refuse) the household and offer the unit to the next household.

When an applicant cannot be reached

Housing Providers will be considered to have contacted the applicant when:

- The housing provider has had a direct conversation with the applicant; **or**
- A telephone or email message has been left and the Housing Provider is confident that they have correctly reached the primary applicant; **or**
- If the housing provider is not able to have a direct conversation with the applicant after attempting all phone numbers and email addresses, and there is an alternate contact or interpreter identified in the application, the housing provider has had a direction conversation with the alternate contact, or a voicemail or email has been left with the alternate contact.

An applicant is considered unable to contact if:

- all contact methods have been attempted without speaking directly to the applicant or an alternate contact or interpreter, **and**
- Leaving a message is not possible (e.g. no voicemail set up, phone number is out of service, email address has not been provided or email bounces back).

Households are responsible for keeping their information updated by contacting Access to Housing with any changes to their application.

If the applicant cannot be reached to make an offer, or the applicant does not respond to the voice message left, the offer is counted as an Applicant Refusal.

Offer Acceptance

When the offer is accepted, the Housing Provider will:

1. Sign a lease or occupancy agreement with the household, ensuring all occupants are listed.

2. Ensure every person in the household who is 18 years of age or older signs the lease (non-profit) or occupancy agreement (co-op). With a Youth priority household, a guarantor is required.
3. Review tenant/member requirements for maintaining eligibility for RGI assistance.
4. Update the offer in the Integrated Housing System (IHS) within one business day of acceptance.
5. Send a letter to the household confirming terms of the offer. The letter will include:
 - a description of the method used to calculate the rent (see [Calculation of Rent-Geared-to-Income Assistance policy](#))
 - a description of the criteria used to assess continued eligibility for the assistance
 - the effect that the receipt of the assistance will have on any financial support that a member of the household is receiving from *Ontario Works*, or the *Ontario Disability Support Program*

All letters should be printed on the Housing Provider organization letterhead. Enter the name of the tenant(s) in the appropriate areas and any other information required. The letter must be addressed to all household members who have signed the lease. Remember to include any dependent adults or 16/17-year-olds, if they are required to sign the lease.

See [JOB AID-Sample Offer Letter](#). This document provides a template that may be used by the Housing Provider when drafting this letter.

When the offer is accepted, Access to Housing (ATH) will remove a household from the centralized waiting list if the household has accepted an offer of rent-geared-to-income or rent supplement assistance; this includes removing households that have accepted an internal transfer offer in the same project that they selected on the centralized waiting list.

Applicant and Tenant Refusals. One Refusal

As set out in General, O Reg 367/11, s 32.2, an applicant will no longer qualify for RGI and will be removed from the wait list if they refuse an offer for a unit that meets the following conditions:

- The number of bedrooms in the unit meets the City of Hamilton's occupancy standards and,
- The unit is in a housing project for which the household expressed a preference.

An applicant is considered to have refused the offer if they:

- Do not respond to the offer within the time frames specified or agreed to with the Housing Provider.
- Do not submit the documentation required by the Housing Provider within the specified timeframe.
- Cannot be contacted using the contact information on file.
- Indicate that they will not accept the unit because they no longer want to live in the building, or they do not like the unit or unit type.
- Do not attend or do not send an authorized third party, such as a family or friend on their behalf, to a scheduled appointment to view the unit.
- Do not come to sign the lease.

Applicants who refuse an offer for RGI are removed from the centralized housing wait list. For an Applicant Refusal, applicants have the right to request a review of the decision to cancel their application with the Social Housing Review Panel.

Housing Providers must advise the household that the refusal of an internal transfer offer will count as a refusal if the household is on the centralized waiting list for that same property/project (this includes Overhoused Households who have been Overhoused for more than one year).

Tracking Offers and Refusals in the Integrated Housing Software (IHS)

Housing Providers must update the status of an offer in the Integrated Housing Software (IHS) (including unit address and size). The record must identify the reason the applicant refused and include a brief note that identifies when and how the Housing Provider communicated with the Applicant, and a summary of any details or context provided by the Applicant. Common comments include:

- Contact Attempt
- Unable to Contact
- On-Offer
- Applicant Refusal
- Housing Provider Refusal
- Housed

Once an offer has been made, the applicant household is considered 'on-offer'. Housing Providers have up to 10 business days to complete the offer and must update the status in IHS with one day of determining the result with one of three possible outcomes:

- Applicant Refusal,
- Housing Provider Refusal or
- Accepted – Housed

If the Housing Provider needs longer than 10 business days because they are processing an offer with a household, they must update the comments section on the offer in IHS to have the status remain 'on-offer' which will ensure the household will not receive an offer from another Housing Provider.

Refusal Decision Overturned at Internal Review or by Social Housing Review Panel

For Housing Provider refusals, applicants may request a Housing Provider Internal Review but are not eligible to a review by the Social Housing Review Panel.

Housing Provider refusals do not result in losing RGI or being removed from the centralized wait list.

For Applicant Refusals, applicants and tenants/members have the right to request a Social Housing Review Panel review.

If a Housing Provider Internal Review or a Social Housing Review Panel review decides that a refusal should be reversed, the Provider (or Rent Supplement Staff if it was a rent supplement unit refusal) or Social Housing Review Panel must inform ATH in writing within five business days.

ATH will reinstate the applicant with their original application date on the waiting list and the refusal will not count.

Conditions when a refusal does not count

The Service Manager or Housing Provider will not count a refusal of an offer if:

- the household was unable to respond due to hospitalization, rehabilitation and or attending a treatment facility
- the household that is determined eligible for special needs housing is offered a unit that is not designated a special needs unit
- the household of two spouses refuses a bachelor unit
- the household could not be contacted due to an absence from unit which had not yet been reported to the Housing Provider because of exceptional circumstances; or
- the household or the housing provider has clearly made an error in instruction about an offer acceptance

A refusal because of extenuating circumstances such as medical emergencies, endangerment of Special Provincial Priority applicants, or other extenuating circumstances will be not count as a refusal.

Overhoused Refusals

Overhoused RGI households must be added to the centralized wait list to transfer to a smaller unit.

An Overhoused Household becomes ineligible for RGI housing if they refuse one offer of housing while on the internal transfer waiting list and/or the centralized waiting list. However, the household cannot cease to be eligible until one year after they are notified that they are Overhoused. HSA, O.Reg 367/11, s. 38 (2) and [Housing Provider Information website](#) for the Overhoused Policy.

Housing Provider Refusals to Offer a Unit

There are legislated reasons where a housing provider may refuse to offer a unit to a household. A Housing Provider refusal is different from an Applicant Refusal and will not result in an RGI application begin cancelled or no longer being eligible for RGI.

Housing Providers may refuse to offer housing to an otherwise eligible applicant if:

- the Housing Provider has a mandate under section 76 of the HSA and offering the unit to the household is contrary to that mandate
- the applicant does not qualify under the eligibility criteria
- the applicant's income is too high to qualify them for RGI assistance
- the applicant's rental history, other than credit history, indicates that they are not likely to pay the rent/housing charge in full or on time
 - If a Housing Provider completes rental reference checks, it must complete rental reference checks for all applicant households. Results of rental reference checks must be recorded in the household's file
- the applicant is not reasonably likely to participate as a member of a housing co-operative
- it is unreasonable for the household to reside in a shared accommodation; or
- the level of support services required does not match the level of service provided for the unit (supportive units only)
- The applicant's total household assets exceed the amount allowed as per the Income and Asset Limits Policy.
- a member of a household was previously evicted from a housing project listed in the Housing Services Act 2011; through an order of the Landlord and Tenant Board based on an illegal act (commonly referred as "N6" or "N6C" – N6- Notice to End A Tenancy for Illegal Acts) for serious illegal activity within the past five years: and
- the Housing Provider has reasonable ground to believe that the household will pose a risk to the safety of others in the housing project.
- Serious illegal acts, that would result in an N6, include:

- Production, trafficking, or possession for the purposes of trafficking an illegal drug;
- Illegal production, distribution or sale of cannabis;
- Physical violence or attempted physical violence against another person;
- Physical harm or attempted physical, or a risk of physical harm to another person;
- Human trafficking
- Use of threats to, intimidation of, and harassment of another person.

Housing Provider decisions are made under authority granted to Housing Providers by the Housing Services Act, 2011, its regulations and local polices. These decisions cannot be referred to the Social Housing Review Panel for further review. Housing Providers must provide Applicants with the opportunity to request an Internal Review for a Housing Provider refusal in accordance with the Housing Provider's Internal Review policy. Housing Providers must send Housing Provider Refusal letters to the preferred and safe verified email or mailing address confirmed with the Household. Housing Providers should put the letter delivery method in the Comments section of the Offer Screen in IHS.

Applicants remain eligible to be in receipt of RGI assistance or to be on the ATH wait list despite a Housing Provider Refusal.

Responsibilities

Housing Provider Responsibilities

When there is a vacancy, Housing Providers will determine if the vacant unit will be RGI or market by examining their:

- a. Targeting plan, or
- b. Rent Supplement Agreement

If the Housing Provider has met their target RGI threshold, the Housing Provider will fill the vacancy with a market household.

A Housing Provider must be able to support and document their decisions to offer or refuse a unit to a household.

If a household refuses a unit, the Housing Provider must enter the offer result in IHS, in this case an applicant refusal, within one business day.

If a Housing Provider refuses to offer a unit to a household, the Housing Provider must provide the household with the following:

- Written notice to the confirmed preferred safe email or mailing address within 7 days after making the decision
- Reason(s) for the refusal, and

- Information about how to request an internal review with the Housing Provider.

Housing Providers are only required to notify an applicant of a refusal and to conduct an internal review (if the applicant requests it), in relation to the first refusal to offer a unit to an applicant and not subsequent refusals by the Housing Provider with respect to the same household (O.Reg 367/11, s 50(3)).

If the Housing Provider refuses to offer a unit, it is not required to hold the unoffered unit vacant if a review of decision is requested. Once notice of a decision not to offer has been sent to the household, the housing provider must move to the next household on the centralized wait list.

The provider must also send a letter or email of Housing Provider refusals to the household in accordance with the [Housing Provider Information website](#) for the Social Housing Review Policy.

If the refusal decision is changed because of an internal review, the Housing Provider must email ATH (ath@hamilton.ca) and cc' IHS (IHSSupport@hamilton.ca) of the outcome of the review.

This policy does not contain a 'withdrawn' option. All refusals must be classified as either:

- Applicant Refusal
- Housing Provider Refusal

Housing Providers must -enter Applicant Refusals -in IHS within 1 business day and Housing Provider Refusals to the Applicant within 7 business days. Relevant information should be included in the Comment section of the Offer Screen when updating IHS, this includes updating safe contact information,

Access to Housing Staff Responsibilities

ATH staff must:

- monitor all offer acceptances and refusals by applicants and Housing Providers and,
- review all offers prior to making the applicant ineligible.

When ATH staff record an applicant household's requests (including removals from waitlist and building selections).

ATH staff must send written notification within 7 business days to all households who are made ineligible for RGI assistance as a result of an Applicant Refusal of housing, and instructions on how to request a review of the decision as per [Housing Provider Information website](#) for the Social Housing Review Policy.

The Service Manager may determine that a household remains eligible for RGI assistance after the refusal of one valid offer in extenuating circumstances. This exception must be well documented on the ATH application file, available for review, and approved by the Service Manager.

Applicant and Tenant/Member Household Responsibilities

Applicants are responsible for selecting buildings they would want to live in through their [application for housing](#) for RGI assistance within the City of Hamilton area. The applicant household may change or remove their building selection preferences while on the centralized wait list.

Households/applicants are responsible for:

- keeping their application up to date, including contact information
- responding to email or voice messages left regarding offers for housing within the required time frame (2 business days)
- viewing the unit (or have a friend or family member view the unit on their behalf) within 2 business days or longer if agreed upon with the Housing Provider receiving the offer
- advising the housing provider within 1 business days of viewing the unit whether they will be accepting the unit or longer if agreed upon with the Housing Provider receiving the offer.
- submitting all verification documents to confirm eligibility within 5 business days of accepting the unit or longer if agreed upon with the Housing Provider receiving the offer.
 - If a household is unable to provide the required documentation due to an exceptional circumstance, serious medication condition, and/or a disability, a reasonable alternative to the required documentation, such as an affidavit may be accepted.
 - An affidavit is not required in the following exceptional circumstances:
 - A special priority household believes that they may be at risk if they attempt to obtain information or documents.
 - Staff determines that those who are homeless, hard to house, or experience other barriers to obtaining documents cannot comply with the provision of documents.
- All exceptional circumstances, serious medication conditions, or disabilities must be recorded on the applicant or tenant/member file.
- contacting ATH if they are unable to accept offers for a certain period of time (e.g. out of country) outlining the reason and length of time that they need to be put 'on hold' (in accordance with the City of Hamilton's [Housing Provider Information website](#) for the Absence from Unit Policy.

Definitions

Access to Housing (ATH) – The point of access for applicants for rent-gear-to-income subsidized housing and maintains the corresponding waiting lists which is also known as the centralized wait list.

Business Day - A day from Monday to Friday other than a statutory holiday

Extenuating Circumstance – Extenuating circumstances may include, but are not limited to:

- Illness/death of an immediate relative (spouse/partner, child, parents, siblings or legal guardian)
- To attend to/care for an ill or dying family member, deal with legal matters regarding a recently deceased family member or to seek medical treatment not available in Hamilton
- Incarceration, which for this policy includes:
 - -Awaiting trial and not convicted
 - -Serving time due to a conviction

Note: Being convicted of a criminal offence does not make someone ineligible for RGI subsidy (unless it is an RGI fraud or misrepresentation conviction).

Homeless Priority – A status designation for a household that meets certain criteria, such as: being burned out of their place of residence, without shelter or living in temporary or emergency housing. Verification is required.

Household – Household may be used to refer to an individual who lives alone or two or more individuals who live together.

Housing Provider – A Non-Profit or Co-operative organization that provides social housing; the City of Hamilton, Housing Services Division acts as the Housing Provider for the Rent Supplement program.

Integrated Housing System (IHS) – The database used to administer the ATH waitlist which includes housing offers.

Internal Wait List – A waiting List maintained by a Housing Provider for internal moves from one unit to another.

Mandate - The Province of Ontario approved mandates for some Housing Providers. These Housing Providers must house, in accordance with the mandate, one or more of the following applicant groups:

- seniors
- homeless or hard to house people (alternative housing)
- Aboriginal – Indigenous people

Newcomer Priority – A status designation for a refugee household, refugee claimant or a person with a temporary residence permit, who applies for housing within one year of entry into the country and has immigration status that meets basic eligibility requirements. Refugees with government sponsorship are excluded. Verification is required.

Overhoused- applies to tenants who are residing in a housing unit that is larger than the unit for which the household qualifies according to the local occupancy standards.

Real Time - Occurring immediately.

Special Priority List - O.Reg. 367, s.54 Special priority category – eligibility, also known as Special Priority Policy (SPP). A household may apply for special priority if a member of the household is being abused by someone they live with or have recently lived with, or by a person who has sponsored the member as an immigrant. Verification is required. SPP households go to the top of ATH's waiting list. A household on the special needs waiting list or a Housing Provider's the internal wait list can also apply for special priority.

Urgent Priority – A status designation for priority status on the centralized wait list. Two types of situations fall under the Urgent Priority status:

- Terminally Ill which is for people who are terminally ill - must have medical verification - excludes serious chronic conditions, illness or disease.
- Safety which is for a person or persons whose personal safety is significantly at risk and legal interventions have been exhausted. This applies to those who have not lived with the abusing individual but fear for their or their children's safety. Verification is required.

Youth – Refers to applicants or tenants who are aged 16 and 17.

Related Resources/References

[Housing Services Act, 2011](#)

[Housing Provider Information – Policies & Procedures](#)

[JOB AID-Sample Offer Letter](#)

[Social Housing Information](#)

Approval

Author Names: Godfred Okyere-Koranteng, Housing Administration Officer

Tammy Morasse, Senior Project Manager

Updated by: Elissa Press, Senior Policy Analyst

Manager Name: Pilar Homerston, Manager of Social Housing

Director Name: Michelle Baird, Director of Housing Services

Appendices

JOB Aid-Sample Offer Letter



Insert provider logo

Insert Provider Name
Insert Provider Address
Insert Provider Contact Information

Offer of Rent-Geared-to-Income (RGI) Assistance

To: _____

We are pleased to confirm that your application for RGI housing was selected and deemed eligible on (date) _____.

Your rent-geared-to-income housing charge/rent is based on:

- 30% of your household net monthly income
- The rent scale for Ontario Works
- The rent scale for the Ontario Disability Support Program
- Other _____

Additional charges may apply depending on the building (e.g. parking/utilities).

To maintain eligibility, annual reviews are completed, and the following information is reviewed:

- Canada Revenue Agency Notice of Assessment (NOA) or Proof of Income statement (for all Household members whose income is to be included in the rent calculation) or an alternate form of Proof of Income
- Proof of enrollment in school for all full-time students 18 years and older
- Statement of Assistance from Ontario Works (OW) or Ontario Disability Support Plan (ODSP) (if you receive social assistance)
- A current letter from Immigration, Refugees and Citizenship Canada (IRCC) showing proof of Status in Canada for anyone who is not a Canadian Citizen or Permanent Resident
- Declaration of Sponsorship Form or Self-Employed

- Income and Expense Form, if applicable
- Additional information may be required

Detailed information on local Housing Service Division policies are available online at: [the City of Hamilton Housing Provider Information website](#)¹.

Please note, for those in receipt of social assistance, accepting RGI assistance may impact the amount of your benefit, please contact your Ontario Works/Ontario Disability Support Program case worker for clarification.

Any changes to your household composition, changes to status as a full-time student, changes in starting or stopping to receive social assistance, or change in income, including a change in an income tax reassessment, **MUST** be reported within 30 business days of the change.

Failing to report changes may result in the cancellation of your Rent-Geared-to-Income housing charge and you will be required to pay full Market Rent for your unit.

If you have any questions, please call

Staff Contact: _____

Housing Provider Information: _____

¹ <https://www.hamilton.ca/people-programs/housing-shelter/supported-housing/housing->

Housing Provider Steps for Filling a Vacant Unit

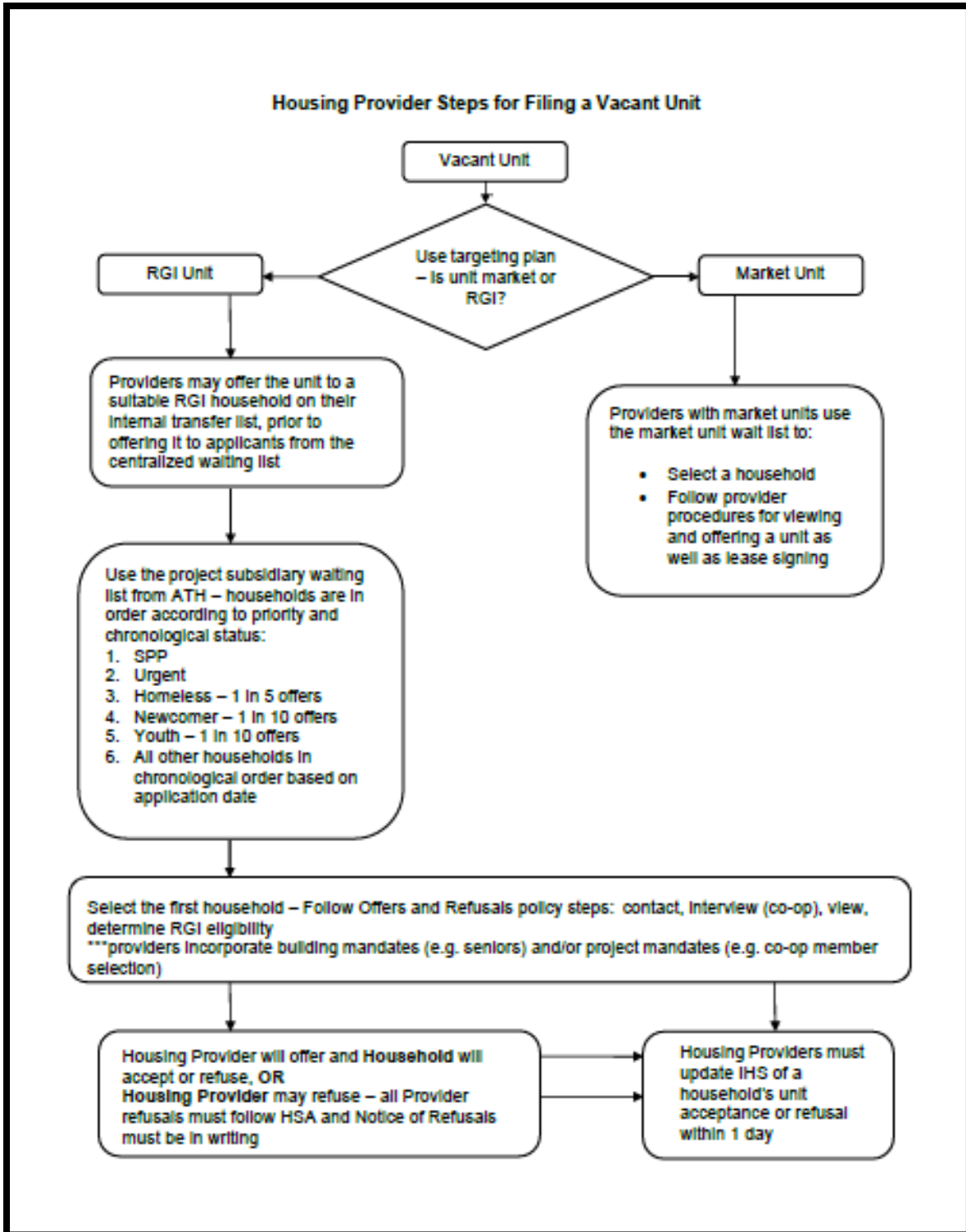


Figure 1 Vacant Unit Flow Chart

Housing Provider Steps for Filling a Vacant Unit Long Description

Vacant Unit

Use Targeting Plan. Is unit market or RGI?

Market Unit

Providers with market units use the market unit wait list to:

- Select a household
- Follow provider procedures for viewing and offering a unit as well as lease signing.

RGI

Providers may offer the unit to a suitable RGI household on their internal transfer list, prior to offering it to applicants from the centralized waiting list.

Use the project subsidiary waiting list from ATH – households are in order according to priority and chronological status:

1. SPP
2. Urgent
3. Homeless – 1 in 5 offers
4. Newcomer – 1 in 10 offers
5. Youth – 1 in 10 others
6. All other households in chronological order based on application date

Select the first household – Follow Offers and Refusals policy steps:

- Contact
- Interview (co-op)
- View
- Determine RGI eligibility

Providers incorporate building mandates (e.g., senior) and/or project mandates (e.g., co-op member selection).

- Housing Provider will offer and Household will accept or refuse, or
- Housing Provider may refuse – all Provider refusals must follow HAS and Notice of Refusals must be in writing.

Housing Providers must update HIS of a household's unit acceptance or refusal within 1 day.