

Communiqué

April 13, 2026

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

Social Housing Providers	Applicable
All Providers Under Housing Services Act, 2011	Yes
Not for Profit Providers Under Housing Services Act, 2011	Yes
Co-Operative Providers Under Housing Services Act, 2011	Yes
Providers in receipt of Rent Supplements	Yes
Access to Housing	Yes
Requirement	Yes
Recommendation	No
Guidelines	No

SUBJECT: Policy Update – Offers and Refusals Policy

Please see the updated City of Hamilton *Offers and Refusals Policy*. In addition to revising the policy template and enhancing the clarity of this document, the chart below outlines key changes made to this policy.

Summary of key policy changes:

Offers and Refusals Policy	Changes
Scope	Clarified that the policy continues to apply to Part VII.1 Providers.
Housing Offers	<p>Information that must be communicated to applicant/household expanded. Housing Providers must clearly provide:</p> <ul style="list-style-type: none"> • Housing provider name and contact information • Unit location and size/type • Information about timeframe for responding and outcome for not responding and, • Date unit is available. <p>Policy establishes requirements for Housing Provider to confirm the household's safe email address or mailing address (for potential Housing Provider Refusal letters).</p> <p>Minimum timeframes established. 2 days to respond to offer; 2 days to view unit, 1 day to accept or reject unit after viewing; 5 days to submit documentation after accepting unit. (days = business days)</p>
When an applicant cannot be reached	New section detailing what constitutes contact with an applicant.
Applicant and Tenant Refusals. One Refusal	This section is further developed detailing when an applicant is considered to have refused an offer.

Offers and Refusals Policy	Changes
Tracking Offers and Refusals in the Integrated Housing Software (IHS)	Timeframe for tracking offers clarified: Housing Providers have up to 10 business days to complete an offer. Housing Providers must update the status in IHS within one day of determining result.
Applicant and Tenant / Member Household Responsibilities	New section. Reiterates the new timeframes and household responsibilities.

This Communiqué will be posted shortly on the [City of Hamilton's Housing Provider Information webpage](#).¹

If you have any questions about these policy updates, please contact your Housing Administration Officer:

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¹ <https://www.hamilton.ca/people-programs/housing-shelter/housing-services/housing-provider-information>