

# Directive

## Directive: Offering a Unit

<b>Issue Date:</b>	July 7, 2009	<b>Directive No.:</b>	DIR2024-02
<b>Revision Date:</b>	April 25, 2024	<b>Replaces No.:</b>	DIR2020-21

**Applicable Policy:** Offering a Unit Policy HDPOL18

**Type:** Operational

*The policies and procedures in this Directive are to be implemented by Housing Providers/Cooperatives funded by the Municipality under the following programs.*

### Provincial Non-Profit Housing Providers

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Gananoque Family Housing                      | <input checked="" type="checkbox"/> Gananoque Housing Inc.                           |
| <input checked="" type="checkbox"/> Legion Village 96 Seniors Residence           | <input checked="" type="checkbox"/> Twp. of Bastard & South Burgess Housing Corp.    |
| <input checked="" type="checkbox"/> Brockville Municipal Non-Profit Housing Corp. | <input checked="" type="checkbox"/> South Crosby Non-Profit Housing Corp. – Pineview |

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### Federal/Provincial Cooperative Housing

- Shepherds Green Cooperative Homes Inc.
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### Housing Providers with Rent-Geared-to-Income Service Agreements

- Athens & District Non-Profit Housing (RGI Service Agreement)
  - Gananoque Housing Inc. (RGI Service Agreement)
  - Marguerita Residence Corp. (RGI Service Agreement)
  - South Crosby Non-Profit Housing Corp. - Rideau Lakes Apartments (RGI Service Agreement)
  - Rent Supplement Program, including Housing Providers with expired Federal Operating Agreements
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### Other Housing Providers

- Leeds and Grenville Housing Department

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**BACKGROUND**

The *Housing Services Act*, 2011 O. Reg. 367/11 states that housing providers, including providers in End of Mortgage Agreements must select households from the centralized waiting list and in accordance with any local priorities established by the service manager under s. 48 of the Act. A provider’s internal transfer policy may specify priorities for those households waiting for an internal transfer. Special Priority Placement (SPP) and Overhoused tenants on internal transfer lists are ranked highest, followed by SPP on the centralized waiting list and then all other applicants ranked chronologically by date of their completed application.

**PURPOSE**

The Community and Social Services Division, Housing Department is committed to ensuring that vacant rent-geared-to-income units are offered to eligible households according to provincial priority and local occupancy standards. Eligible applicants will be ranked by priority status and offered units in chronological order based on priority status.

**ACTION TO BE TAKEN**

1. Upon receiving notice of termination of a tenancy, or determining that a unit has been vacated, the housing provider will determine if the vacant unit is a modified unit and specifically the types of modifications included. Modified units shall only be offered to households who need the modifications in the unit.
2. Determine whether there is an eligible applicant for the vacant unit on their internal transfer list in accordance with the provider’s internal transfer policy.
3. If the vacancy will not be filled from the internal transfer list, the provider will complete and forward a Notice of Vacancy to the Social Housing Registry (SHR) for the upcoming vacancy within three to four business days.
4. SHR staff will forward a current filtered waitlist for the size and type of unit that is vacant to the provider within two business days. Changes to waiting lists can happen daily, and it is imperative that the housing provider only use an up-to-date list that is forwarded by the SHR.
5. The housing provider will offer the unit to the highest ranked applicant from the filtered wait list. Special Priority households are ranked highest, followed by all chronologically ranked households.
6. A housing provider may not refuse to offer an applicant a unit unless they meet the criteria outlined in O. Reg. 367/11, s. 50 (1); O. Reg. 318/19, **System requirements – refusals by housing provider.**

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**ACTION TO BE TAKEN**

7. Eligibility for rent-geared-to-income assistance must be re-confirmed, and any arrears for social housing must be verified as **paid in full**, before the household can be given an official offer of the vacant unit.
8. The provider shall note on the Notice of Placement/Refusal form the reason the household is determined ineligible and/or if social housing arrears have not been paid in full.
9. Social Housing Registry staff will send Notice – Ineligible for Rent-Geared-to-Income Assistance.
  - a. Completed Notice of Placement/Refusal forms documenting the outcome for **all applicants contacted**, including any reasons of refusal, extenuating circumstances, and the applicant household which accepts the offer of the vacant unit, are to be forwarded to the SHR within two business days of the accepted offer. This information is then used to update the applicant record on the centralized waiting list and for appropriate follow-up.

**Note:** Allowable extenuating circumstances are outlined in the enclosed Offering a Unit Policy. In addition, recognizing that Leeds Grenville is a predominately rural landscape with a heavy reliance on a personal vehicle for transportation; if a household is offered a unit at a property that has a waiting list for parking, and the household requires a parking space, it will not be counted as a refusal if the applicant agrees to be removed from the waitlist for the property.

10. If information has changed, or the housing provider was unable to contact the applicant household, SHR staff will forward a Change of Information letter and an Update/Change of Information form to the applicant.
11. If any household member has a legal interest in a residential property suitable for year-round occupancy, the household must sign an Agreement to Sell Property at the time of signing a lease with the housing provider. Any legal interests must also comply with Asset Limit Policy HDPOL34 to be an eligible household on the Social Housing Registry Centralized Waitlist.

**REFERENCE**

- Offering a Unit Policy HDPOL18
- Asset Limit Policy HDPOL34
- Notice of Vacancy
- Notice of Placement/Refusal
- Agreement to Sell Property

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### REFERENCE

#### LEGISLATION

*Housing Services Act, 2011* s. 32.2, 35.2, 38, 46, 47, 48  
O. Reg. 367/11 s. 46, 47, 50, 77

If you have any questions, please contact the following:

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May 2, 2024

**Date**