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| Policy: | Community and Social Services Division Housing Department Offering a Unit |
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| Legislative Authority: | <i>Housing Services Act, 2011 s. 47, 48</i> <i>O. Reg. 367/11 s. 47</i> |
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| Policy No.: | HDPOL18 |
| Replacing Policy No.: | IPDPOL18 |
| Issue Date: | July 6, 2009 |
| Revision Date: | February 11, 2020 |

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BACKGROUND

The *Housing Services Act, 2011* O. Reg. 367/11 states that housing providers 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. Special Priority Placement (SPP) and overhoused tenants on the transfer list are the highest ranked followed by SPP applicants on the centralized waiting list, and then all other applicants ranked chronologically by date of their completed application. A provider's transfer policy may specify further priorities for households waiting for a transfer.

POLICY STATEMENT

The Community and Social Services Division, Housing Department is committed to ensuring that vacant rent-gear-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.

DEFINITIONS

Applicant means the person applying for rent-gear-to-income assistance on behalf of a household.

Transfer means the transfer of a household from one rent-gear-to-income unit to another rent-gear-to-income unit within the housing provider's property or portfolio.

Modified unit means a unit that has been modified so as to be accessible to an individual with a physical disability or so as to allow an individual with a physical disability to live independently.

Special Priority Placement means an applicant that has been determined eligible for the Special Priority Placement (SPP) Household Category in accordance with the Community and Social Services Special Priority procedure.

Overhoused means that the household is occupying a unit which is larger than the eligible unit size for which they qualify under local occupancy standards.

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Extenuating circumstances refers to reasons a household may be unable to accept an offer of accommodation, and remains eligible for rent-geared-to-income assistance, when at the time an offer from a Service Manager an applicant:

- Is in the hospital;
- Receiving treatment for an addiction;
- If the applicant is a survivor of domestic violence or human trafficking and a preferred building is no longer safe due to the proximity of the abuser; or
- "Other unforeseen circumstances" which were out of the control of the household, are unlikely to occur again, and resulted in the household not being able to meet the requirements.

CRITERIA

1. A housing provider may choose to select an applicant from their transfer list for any vacancy in accordance with the provider's transfer policy. A household in the Special Priority Placement (SPP) Category on the transfer list shall have priority over any other household applying for a transfer.
2. Units shall be offered to households **chronologically** by date of application, in the following priority order:
 - i. Special Priority Placement household category
 - ii. Vacancies for modified units shall be offered to applicants with a verified medical need for the modification(s) already installed in the unit. See Modified Units policy.
3. Eligibility for rent-geared-to-income (RGI) assistance must be re-determined **and** arrears owing to any social housing provider in Ontario must be verified paid in full, prior to making an official offer for a RGI unit. If arrears are owing at the time of offer it shall be considered a refusal if the balance of arrears owing cannot be paid immediately.
4. The applicant household shall only be offered a vacant unit, if the household qualifies for the vacant unit, and is of the size and type permissible, according to the Community and Social Services Occupancy Standards policy.
5. All reasonable efforts to contact the highest ranked eligible applicant must be made by the housing provider before offering to the next highest ranked applicant.
6. If an applicant refuses an offer and exceptional circumstances do not apply, they will be made ineligible and removed from the centralized waiting list.
7. A household with any legal or beneficial interest in any residential property suitable for year-round occupancy must agree to sell such property within six months of receiving rent-geared-to-income assistance.

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RESPONSIBILITIES

Housing Administrator/Housing Department Staff

- Housing Administrators complete the Notice of Vacancy identifying the vacant unit and forward to the Social Housing Registry; Housing staff identify vacancies in the public housing portfolio through Voyager Property Management.
- Contact eligible applicants on the transfer and/or filtered waiting lists based on priority and chronological ranking date.
- Re-determine eligibility for RGI assistance.
- Prepare the unit for the incoming tenant.
- Prepare offer letter and other documentation required prior to move-in.
- Complete the Notice of Placement/ Refusal form and forward to the Social Housing Registry.
- Determine if extenuating circumstances apply for a refusal.

Social Housing Registry

- Forward a filtered waiting list specific to the vacancy (i.e. property and unit size) to the housing provider.
- Ensure that the filtered waiting list is printed with memos to show applicants that owe arrears, so it can be verified if arrears are paid in full prior to offering the unit.
- Send Update/Change of Information letter and form to any applicants reported as "unable to contact" by the housing provider.
- Update the applicant's record in Rent Café to reflect acceptance and/or refusal of units as applicable.
- Maintain Notices of Vacancy, copy of filtered waitlist forwarded, and the Notice of Placement/Refusal for each vacancy by housing provider/property.

Program Supervisor/Housing Manager

- Determine if the vacancy is to be filled from the transfer list or the centralized waiting list.
- Approve or deny requests by the Case Manager for "other unforeseen circumstances" as a refusal reason.

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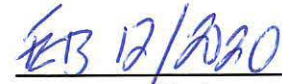
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Reviewed and Approved By:



Chris Morrison, Manager
Housing Department



Date



Alison Tutak, Director
Community and Social Services Division



Date

Appendices (for Housing Department only)

A.....Offering a Unit Procedure No. HDPROC20

B.....Unit Turnover Procedure No. HDPROC21