

Directive

Directive: Offering a Unit

Issue Date: July 7, 2009

Directive No.: DIR2025-05

Revision Date: September 25, 2025

Replaces s No.: DIR2024-02

Applicable Policy: Offering a Unit Policy HDPOL18

Type: Operational

Applicable Housing Providers

Provincial Non-Profit Housing Providers

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

Federal/Provincial Cooperative Housing

- Shepherds Green Cooperative Homes Inc.

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

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

To provide guidance to Housing Providers on the treatment of Canada Disability Benefit (CDB) payments under the Housing Services Act, 2011 (HSA). The intent is to prevent unnecessary increases in geared-to-income rent or loss of eligibility resulting from households receiving CDB payments.

Action to Be Taken

1. Households are required to report increases in non-benefit income within 30 days
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, unless there are no applicants on the waitlist requiring modifications.
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.

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3. The housing provider will offer the unit to the highest ranked applicant from the Arcori waitlist. Special Priority households are ranked highest, followed by all chronologically ranked households.
4. If the vacancy will not be filled from the internal transfer list, the provider will access Arcori Waitlist and "Start Offer".
5. Once the Offer list has been generated, staff will click on the first name on the list, once selected staff is provided with read-only information for the following:
 - a) Offer Details
 - b) Household and Contact Details – this includes "alternate contact" information, if provided. Housing Providers are to contact the alternate contact if they cannot reach the Applicant.
 - c) Additional Application Details – Arrears Owing Amount
 - d) Accommodation Requests
 - e) Current Living Situation
 - f) Comments about the offer are to be entered by the person making the offer. This should include the date the unit is being offered, attempts to contact, and date paperwork is due.
6. Select "start offer" to begin offer process and confirm Applicant details are correct.
7. **To Cancel an Offer:** select Cancel from the top of the Offer Screen. This should only be used when the unit is no longer to be offered.
8. 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.**
9. 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. **Please contact Social Housing Registry**

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staff if Arcori is indicating that the applicant has Arrears. The SHR will confirm if the amount has been paid or will be paid in full within 48 hours.

10. The provider shall add a detailed note in Arcori outlining the reason the household is determined ineligible and/or if social housing arrears have not been paid in full.
11. Social Housing Registry staff will send Notice – Ineligible for Rent-Geared-to-Income Assistance.
 - a. 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 updated in Arcori 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.

12. 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.
13. 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

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comply with Asset Limit Policy HDPOL34 to be an eligible household on the Social Housing Registry Centralized Waitlist.

Please refer to the “Arcori Non-Profit Provider Waitlist Offer Guide for detailed instructions on the offer process.

Reference

Offering a Unit Policy HDPOL18

Asset Limit Policy HDPOL34

Notice of Vacancy

Notice of Placement/Refusal

Agreement to Sell Property

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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October 8, 2025

Chris Morrison, Manager

Date

Housing Department