

# USING YORK REGION'S ONLINE HOUSING OFFER PROCESS:

## A Guide for Applicants



York Region has launched an online housing offer process, which is a new way for subsidized housing wait list applicants to receive offers of housing.

The Region offers a number of housing programs through the wait list, including:

- Subsidized units at community housing locations
- Rent supplement units offered through participating private landlords
- Portable housing benefits to help applicants pay rent in their market rental unit

The online application portal lets you see available units and housing benefits, and express interest to be considered for a housing offer in units or benefits you want to accept.

This guide provides step-by-step instructions for applicants on how to participate in the new process.

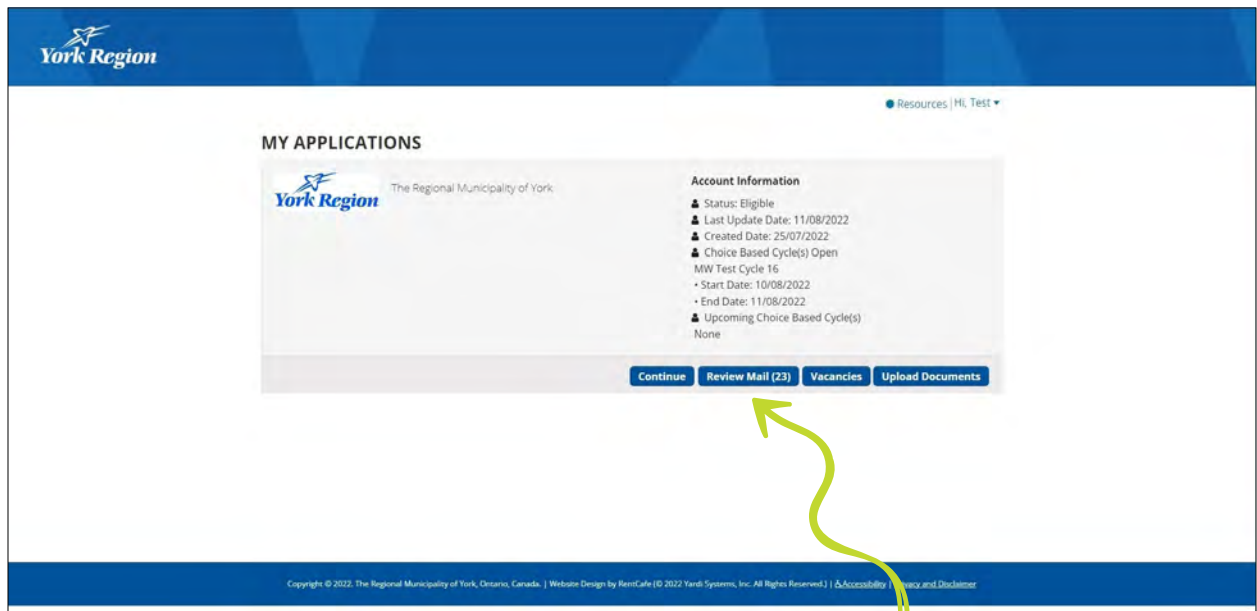
## Step 1. Receiving an Invitation to Participate

Applicants with the highest ranking on the wait list will receive an email inviting them to participate in the online housing offer process.

Once invited, you will get emails every other Wednesday letting you know new vacancies and other housing benefits may be available. You can also log into your [online application](#) and click “Review Mail” to view any emails.

You may log in to your online application to view information about available vacancies and express interest in them if they meet your preferences and you want to be in line to receive an offer.

If you have not agreed to receive emails or have not registered for York Region’s online application portal, the Housing Access Unit will mail you an invitation to participate with information on how to view vacancies and express interest.



## Step 2. Before You Participate

If you have not already done so, before participating in the online offer process, you will need to:

- A) register for the online portal
- B) agree to receive emails
- C) upload the most recent Notice of Assessment for you and everyone you live with over the age of 16.

### A) Registering for the Online Portal

All applicants currently on the wait list will receive a letter from Housing Access with a registration code to access their application online. Letters are being sent in phases, starting with individuals with the oldest application dates. If you have received your registration code, please register for the [online portal](#).

If you have not yet received a registration code, you may contact Access York at 1-877-464-9675 to request one.

For instructions on how to register for the online portal, please review the [Registering for the Online Subsidized Housing Portal: A Guide for Existing Applicants](#).

### B) Agreeing to Receive Emails

**IMPORTANT:** So you don't miss any notices about available vacancies and other housing benefits, you must agree to receive emails.

If you have not already agreed to receive emails, log into your [online application](#) and select "Continue" to access your application.

**York Region**

### LOGIN TO MY APPLICATION

Email  
FirstName.LastName@york.ca

Password  
\*\*\*\*\*

[Forgot password?](#)  
[Click here to register](#)

**Login**

#### ABOUT YOUR ONLINE SUBSIDIZED HOUSING APPLICATION

Applicants use the online service to apply for housing and keep their application up-to-date. You can use this service to:

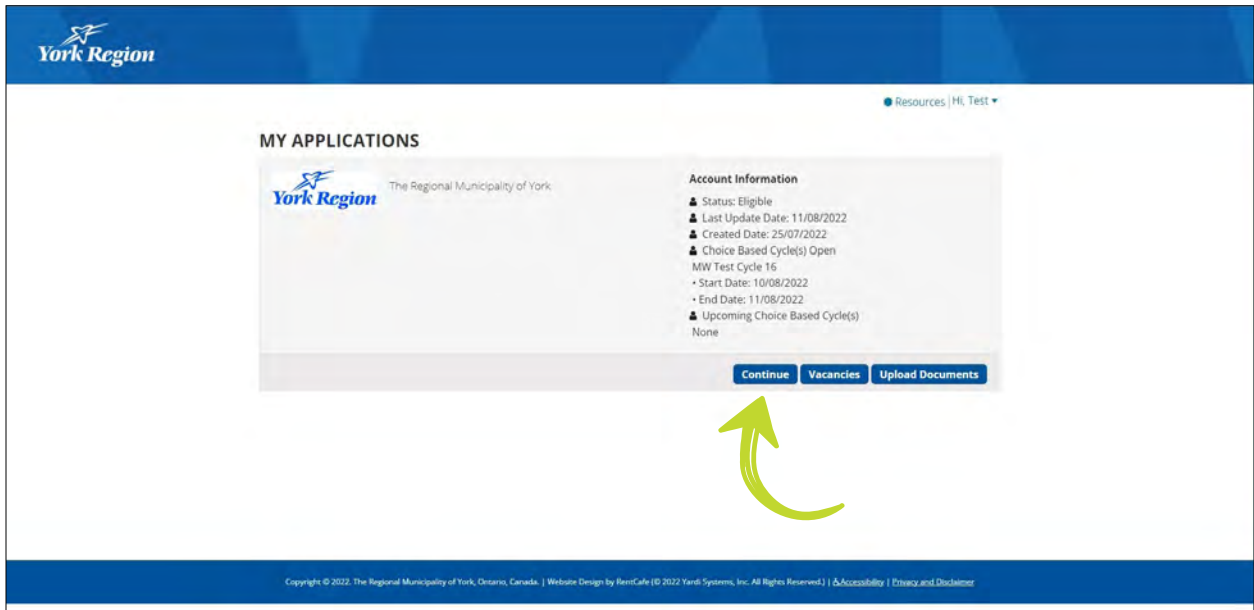
- ✓ Change your application details.
- ✓ Check the status of your application.
- ✓ Review and express interest in available housing options.
- ✓ Check the status of your application.

#### WHO CAN USE THE ONLINE SERVICE:

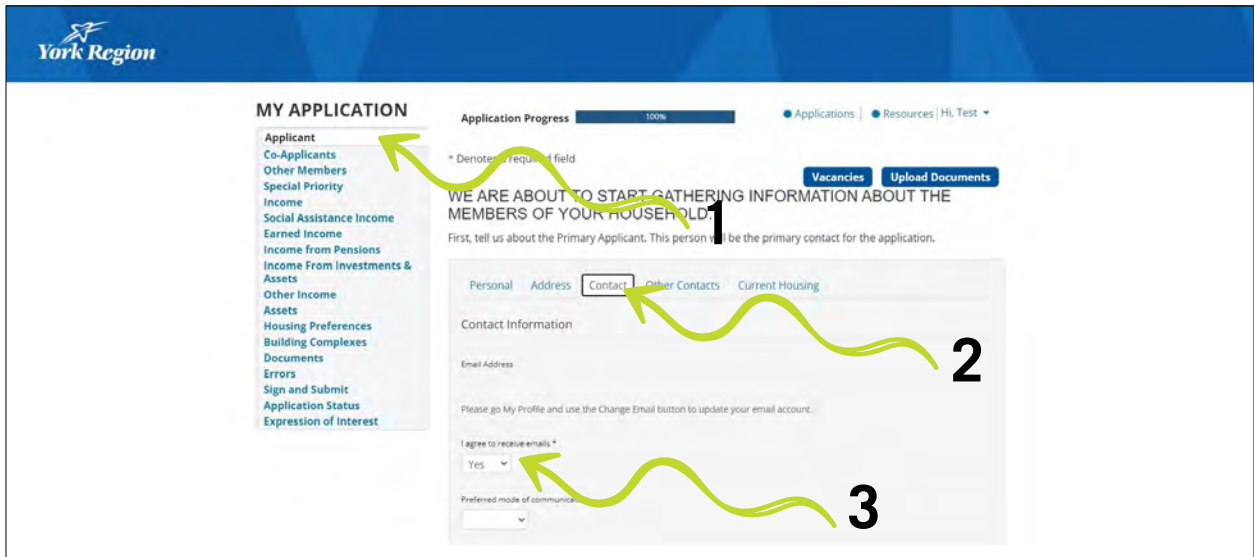
- ✓ Existing subsidized housing applicants with a registration code
  - If you do not have your registration code handy, you can contact Access York at 1-877-464-9675 to request it.
- ✓ New applicants wishing to apply for subsidized housing
  - You will need to have documents and information ready in order to apply. You can check what is required [here](#).

If you need help with the online application or require alternate options to apply for housing, please contact Access York at 1-877-464-9675.

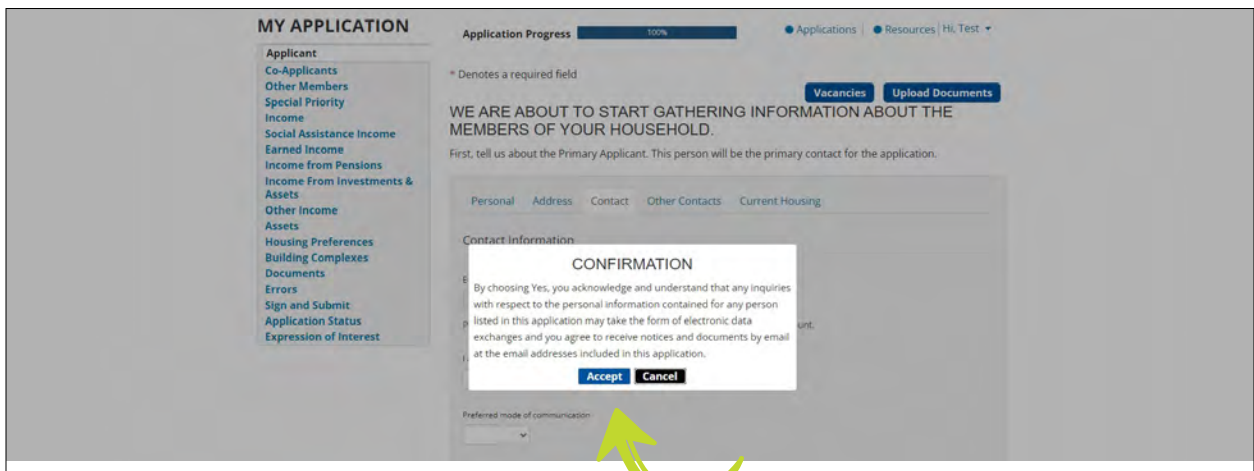
Copyright © 2022, The Regional Municipality of York, Ontario, Canada | Website Design by RentCafe (© 2022 York-Systems, Inc. All Rights Reserved) | [Accessibility](#) | [Privacy and Disclaimer](#)



Select "Applicant" on the left menu and select the "Contact" tab.  
Under "I agree to receive emails", select "Yes" in the drop-down menu.



A confirmation window will open. Click "Accept."





## C) Uploading Your Notice of Assessment

**IMPORTANT:** Uploading the most recent Notice of Assessment for you and everyone who lives with you over the age of 16 will speed up the offer process. If you do not upload this information to your application now, you will be required to provide it within 48 hours of receiving a housing offer.

When you are offered housing, if you have not filed taxes or your income has changed from the previous tax year, you will be required to provide alternative proof of your income, such as paystubs. After you have accepted a housing offer, you must file your taxes every year or you may lose your subsidy.

For instructions on how to upload documents to your application, please review the [Adding Documents to Your Online Application: A guide for applicants](#).

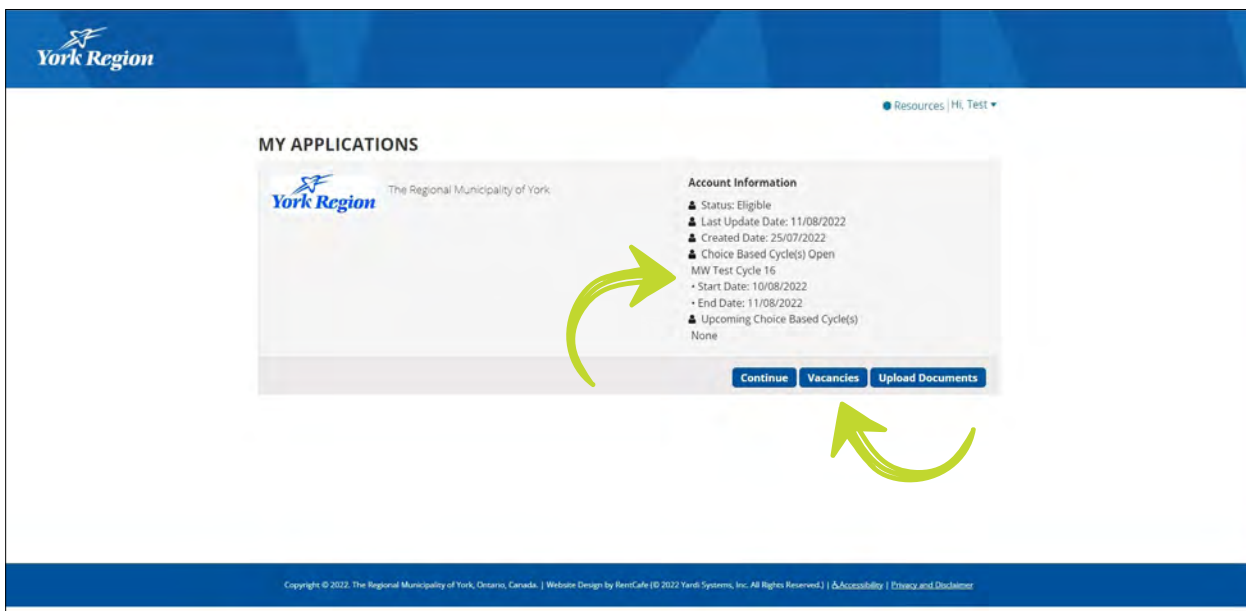
## Step 3. Beginning of a Vacancy Cycle

New vacancy cycles open every other Wednesday at 12:01 a.m. You will receive an email when a new cycle opens.

**Note:** It does not matter when you express interest in a vacancy or housing benefit during a cycle. Vacancies and housing benefits are offered to interested applicants based on their wait list rank.

To learn more about vacancies and housing benefits, log into your online application. **If there are available units or benefits that match your household, you will see a “Vacancies” button.** Select this button to view more information and express interest.

You don’t need to wait to receive an email notification. You can log in any time to see current vacancy cycles, information on when the cycle closes and when the next cycle opens.



## Step 4. Reviewing Vacancies

On the “Vacancies” page, you will see a map and list of buildings with available units as well as any available housing benefits that match your household size and age.

For each building or benefit listed, there will be two options:

- **“More Info”** to see more information on the building or housing benefit.
  - o For buildings, this information includes photos, floorplans (if available) and building features.
  - o For housing benefits, this information includes a description of the program and eligibility criteria.
- **“Check Current Availability”** will allow you to view available vacancies for specific units in a building or available openings for a housing benefit, as well as express interest in them.
  - o For buildings, this includes move-in date, specific unit amenities and if parking is available.
  - o For housing benefits, this will show you openings available for the benefit.

The screenshot displays the 'VACANCIES' page interface. At the top, there is a search bar with filters for 'Rent', 'Beds', 'Baths', and 'Distance (miles): 50'. Below the search bar, there are tabs for 'Hide Map' and 'Current Bids'. The main content area is divided into a list of properties on the left and a map on the right. The list includes three properties: 'St Matthews' (325 Crosby Ave, Richmond Hill ON L4C 2R5), 'German Canadian' (735/37 Stonehaven Blvd, Newmarket ON L3X 2G3), and 'Manor Green' (400 Crossland Gate Newmarket ON L3X 1Y9). Each property listing has a 'More Info' button and a 'Check Current Availability' button. Green arrows point to these buttons for the 'St Matthews' property. The map on the right shows the Greater Toronto Area with blue pins indicating the locations of the properties. A 'Close Vacancies' button is located at the bottom right of the map area.

## Step 5. Expressing Interest

Select **“Check Current Availability”** on the building or housing benefit you are interested in.

After reviewing available vacancies, if you would like to be considered for an offer, check the box under **“Express Interest.”**

A notification will pop-up at the top of your internet browser confirming your expression of interest.

The screenshot displays a web interface for housing vacancies. On the left, a table lists available units. The first unit, with vacancy number 221923 and an available date of 11/08/2022, is shown with a kitchen image. A pop-up window above the image contains a message from the municipality of York regarding the registration process for expressing interest. On the right, a detailed view of the unit is shown, including a floorplan, unit-specific amenities (Balcony, Air Conditioning in Unit, Parking Spot Not Available, Unit is On 4th Floor), and an 'Express Interest' checkbox which is checked. Green arrows and numbers 1 and 2 highlight the 'Express Interest' checkbox and the pop-up notification, respectively.

Vacancy Number	Available Date	Unit Images
221923	11/08/2022	1 Bedroom Kitchen (Actual Unit Layout May Vary)

Showing 1 Available Units - [Click to See Building Information](#)

Unit Specific Amenities

- Balcony
- Air Conditioning in Unit
- Parking Spot Not Available
- Unit is On 4th Floor

Express Interest

If you do not want any of the available units, you do not need to express interest.

**IMPORTANT:** If you express interest in a unit but do not get an offer, you will keep your position on the wait list.

You can express interest in more than one unit or benefit during a cycle, but you will only receive one offer.

**IMPORTANT:** Please remember to only express interest in units you are going to accept if you receive an offer. If you are offered a subsidized unit in which you have expressed interest, you must accept the offer or you will be removed from the subsidized housing wait list. This policy does not apply to portable housing benefits.

## Step 6. Reviewing or Removing Submitted Expressions of Interest

You can see units and housing benefits you have expressed interest in by logging into your online account, selecting “Continue” to access your application, and then selecting “Expressions of Interest” on the left side menu.

The “Current Cycles” tab will show all your expressions of interest in the current open cycle.

The “Closed Cycles” tab will show all your expressions of interest from previous cycles.

If you change your mind about a unit or housing benefit at any point during a cycle, you can remove any expressions of interest by selecting the “Remove Expression of Interest” button. You must do this before the vacancy cycle closes.

The screenshot shows the York Region online application portal. The left sidebar contains a menu with 'Expression of Interest' highlighted. The main content area shows the 'EXPRESSION OF INTEREST' section with a table of vacancies. The table has columns for Property, Vacancy, SqFt, Bed, Bath, Modified, Supportive, and Accessible. A row is shown for 'German Canadian 221915' with a 'Remove Expression of Interest' button. A green arrow labeled '1' points to the 'Expression of Interest' menu item, and another green arrow labeled '2' points to the 'Remove Expression of Interest' button.

## Step 7. End of a Vacancy Cycle

Vacancy cycles close at 11:59 p.m. on the following Wednesday after they open. You will receive an email two days before the cycle closes to remind you to express interest in available vacancies and housing benefits if you have not done so.

You will receive another email at the end of the cycle to let you know the cycle has closed and when the next cycle will start.



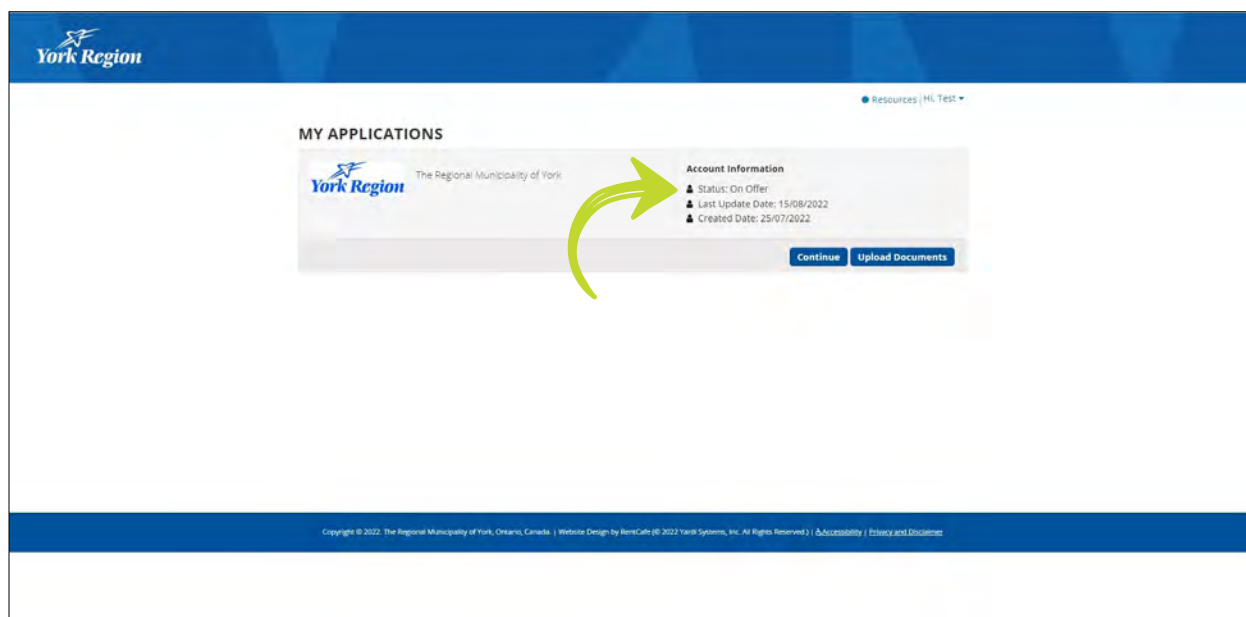
## Step 8. Receiving an Offer

Expressing interest in a unit or housing benefit does not guarantee you will get an offer.

Once the vacancy cycle closes, the top ranked applicant who expressed interest will be contacted with an offer of housing, typically within seven business days. If you are the top ranked applicant, the housing provider will tell you about next steps, including verifying your eligibility for subsidy and arranging a lease signing.

Please ensure your contact information is up to date.

If you are contacted for an offer, your application status will be updated to “On Offer.”



### **If you do not receive an offer**

If you have expressed interest and do not receive an offer, you will continue to receive emails about new vacancies and housing benefits and can continue to express interest. Your position on the wait list will not change.

### **If you need assistance**

If you have questions or require any assistance, please contact Access York.

**Contact ACCESS YORK for assistance**

1-877-464-9675

accessyork@york.ca

Hours of operation: Monday to Friday from 8:30 a.m. to 4:30 p.m.