JOB AID: OFFER PROCESS FOR HOUSING PROVIDERS

Logging Offers and Refusals in Rent Café: Process Overview

When making an offer to an applicant, emphasize that this is an offer of subsidized housing in a location the household has selected through their application to the subsidized housing wait list. You must give the applicant a minimum of two business days to respond.

Step 1 Select applicant to put "On Offer"	Step 2 Contact applicant	Step 3 Document contact	Step 4 Determine the offer outcome and document in Rent Café

• In Rent Café, pull the subsidiary wait list for the appropriate unit size. Refer to "Bypassing an Applicant" (p. 3) for situations where an applicant may be skipped
• Select the highest-ranked applicant
• Update the selected applicant's status to "On Offer" in Rent Café
	• Contact the applicant (see p. 2). Provide offer details:
	  o The offer is for a unit in a building the applicant selected
	  o Building address
	  o Building type
	  o Number of bedrooms
	  o Available move-in date
	  o Parking availability
	  o If applicable, co-operative member obligations
	  o Timeline to respond (minimum two business days)
	  o That not responding to the offer or not accepting the offer is considered a refusal and could result in their application being cancelled
		• Use the "Notes" section of the Offer tab to briefly describe:
		  o Contact method(s)
		  o Who answered
		  o If voicemail was left or you were unable to leave one
		  o Number of contact attempts
		  o Applicant's response
			Applicant accepts:
			1. Update the status of the Offer to "Accepted"
			2. Proceed with your standard internal business process for lease signing, etc.
			
			Applicant refuses, does not respond, or cannot be reached:
			1. Update offer status to "Refused"
			2. Refer to "Applicant Refuses an Offer" (p. 4)
			
			You decide not to house the applicant:
			1. Update offer status to "HP-Denied"
			2. Refer to "Housing Provider Denies an Applicant" (p. 5)

Minimum Requirements for Contacting Applicants

Housing providers are required to make reasonable attempts to contact an applicant with an offer. This means that if an applicant does not respond to a phone call to their primary number, housing providers must attempt to contact applicants using all phone numbers, alternate contact numbers, emails or other contact methods shown in the applicant's file, unless an applicant has requested otherwise. If there is no response to the initial call, housing providers must make a minimum of two more attempts to contact the applicant. If there are multiple ways to contact the applicant (e.g., phone number, email address, alternate contact), make at least one attempt using each contact method.

Situation	Action
Applicant does not respond directly to initial phone call	Leave a voicemail outlining the details of the offer. Attempt to reach the applicant through all additional phone numbers, email addresses and alternate contacts listed in the application. Repeat phone calls should be made at different times of day. **Applicant responds:** • Proceed with offer - refer to "Logging Offers and Refusals in Rent Café" (p. 1) **Applicant does not respond, or unable to leave a voicemail or email:** • Ensure that three attempts have been made to contact the applicant, including sending emails and contacting an alternate contact • Proceed with refusal - refer to "Logging Offers and Refusals in Rent Café" (p. 1)
The primary phone number is not in service, or you are unable to leave a voicemail message	Attempt to reach the applicant through any additional phone numbers, email addresses and alternate contacts. **Applicant responds:** • Proceed with offer - refer to "Logging Offers and Refusals in Rent Café" (p. 1) **Applicant does not respond, or unable to leave a voicemail or email:** • Ensure that three attempts have been made to contact the applicant, including sending emails and contacting an alternate contact • Proceed with refusal - refer to "Logging Offers and Refusals in Rent Café" (p. 1)

Bypassing a Chronological Applicant

Housing providers who are using their subsidiary wait lists to select a household for an available unit may bypass chronological applicants in the situations outlined below, depending on if a previous offer was made. This rule does not apply for units that are being offered through the online choice-based renting process.

Situation	No Previous Offer Made	Previous Offer Made
Parking is not available with the unit	If you have not previously made an offer to the applicant, follow the process outlined in "Logging Offers and Refusals in Rent Café" (p. 1)	If the applicant has previously refused an offer from you because parking was not available, bypass the applicant.
The unit is a bachelor unit	If you have not previously made an offer to the applicant, follow the process outlined in "Logging Offers and Refusals in Rent Café" (p. 1)	If the applicant has previously refused an offer from you for a bachelor unit, bypass the applicant.
A pending change to the application impacts eligibility for the unit (e.g., requesting an additional bedroom)	Bypass the applicant	Bypass the applicant.

Applicant Refuses an Offer

Situation	Select Reason Code	Record Additional Notes
Applicant requires parking, but no parking is available*	"DO NOT INCREMENT REFUSALS"	Record "Applicant requires parking, no parking available". Include any additional information provided by applicant.
Applicant qualifies for a bachelor or one-bedroom unit and refuses an offer for a bachelor unit*	"DO NOT INCREMENT REFUSALS"	Record "Refused offer for bachelor unit". Include any additional information provided by applicant.
Applicant indicates they cannot move due to COVID-19 pandemic	"Other"	Record "Applicant unable to move due to COVID-19 pandemic". Housing Access Unit will review the refusal and may reinstate the applicant.
Applicant not interested in unit, e.g., due to location, building or unit type, or unit characteristics	Choose appropriate Refusal Reason (e.g., Doesn't like building/unit, Unit too Small)	Briefly summarize additional information including why the applicant refused (e.g., applicant prefers different location for unit, applicant prefers a unit with a balcony).
Applicant does not attend unit viewing or lease signing without explanation	"Other"	Record "Applicant did not attend viewing/lease signing."
No response from Applicant within specified time frame after an offer is made	"No Response"	Record "Applicant did not respond". Include how the applicant was contacted, if a message was left or were unable to leave a message, and number of times attempted to contact.
Applicant could not be reached using contact information on file	"Other"	Record "Applicant could not be contacted." List the methods you used to contact the applicant.

***Note:** Refusals are not counted for applicants offered units without parking or bachelor units through the conventional offer process using a housing provider's subsidiary wait list. If an applicant places a bid for a bachelor unit, or a unit without parking, through the online offer process and subsequently turns it down, it is counted as a refusal, as vacancy postings include information about unit size and parking availability. Housing Access Unit will complete a Decision Review if requested by the applicant.

Housing Provider Denies an Applicant

Housing providers may refuse to offer a unit to an applicant in accordance with the *Housing Services Act, 2011*. This job aid outlines how to record a housing provider denial in Rent Café. You must also follow your internal process to notify an applicant that you will not house them and inform them of their right to request a review, with the exception of situations where an applicant's income or assets exceed York Region's income or asset limits, which is addressed in the table below. If the applicant requests a review, follow the review process outlined in your internal policies.

Situation	Reason Code	Additional Notes
The applicant does not meet the mandate of the provider under section 76 of the *Housing Services Act, 2011*	"Contrary to Provider Mandate"	Briefly summarize details for denial and provide explanation why applicant does not meet mandate.
The applicant's rental history indicates they are not likely to pay rent	"Poor Rent Paying History"	Briefly summarize details for denial and of applicant's rental history.
The applicant is not likely to participate as a member of a housing co-operative	"Other"	Record "applicant is not likely to participate as a member of a housing co-operative" and provide brief explanation.
The unit's physical characteristics are not suitable for the household	"Unit Not Suitable for Household"	Briefly identify additional information on why unit is not suitable.
Within the past five years, a member of the household was evicted from a community housing unit due to an illegal act outlined in *O. Reg. 367/11, s. 50(1)5*	"Other"	Record "Applicant has previously been evicted due to an illegal act".
The applicant's income results in a rent-geared-to-income calculation equivalent to the market rent/housing charge	"Income too High"	Record "Applicant's rent/housing charge would be equivalent to market." Briefly identify additional information in Details field.

Situation	Reason Code	Additional Notes
You determine that the applicant's income or assets are over York Region's limits	"Other"	Record "Applicant is over the income and/or asset limit." **Note:** If the applicant is noted as being over the income or asset limit, Housing Access Unit will verify the applicant's eligibility for RGI. No further action is required from the housing provider.