



County of Wellington
Social Services Department – Housing Services
DIRECTIVE

Directive Number: 2020-03

Effective Date: July 1, 2020

This directive has been developed by the County of Wellington in its role as Consolidated Municipal Service Manager (CMSM) and applies to housing providers funded under the following social housing programs:

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| √ | Provincially Reformed Non-Profit Housing Programmes |
| √ | Provincially Reformed Co-operative Housing Programmes (Co-ops) |
| √ | Local Housing Corporation (LHC) |
| √ | Service Manager Funding Agreement (Post EOA) |

Subject: Centralized Waiting List – Applicant Selection and Offer Reporting

Legislative Reference: Housing Services Act, 2011 (HSA) O.Reg. 367/11 S.47, 49

Directive Reference: Directive 2020-01 “Refusal by a Housing Provider”
 Directive 2020-02 “Refusal of Offers”
 Directive 2014-04 “Local Priority”

This directive replaces and repeals Directive 2017-01 “Centralized Waiting List – Applicant Selection and Housing Provider Reporting”.

Background

HSA O.Reg. 367/11, Sched. 1, S. 47 requires the Service Manager to have a system for selecting households from those waiting for rent-gear-to-income (RGI) assistance. This directive sets out the local system for housing providers. The HSA, Sched. 1, S.49 requires housing providers to use the system set out by the Service Manager.

Direction

A housing provider will fill a vacant unit in accordance with its target unless the unit is a modified unit. Exceptions must be approved in advance by the Housing Programme Manager.

When filling an RGI vacancy internally, the housing provider may first refer to its internal transfer list to fill the vacancy. First priority must be given to Special Priority* (SP) residents and over housed residents, should any exist on the internal transfer list. Please refer to Directive 2014-04 Local Priority. If the housing provider does not have an internal transfer

policy or there are no suitable transfers on the internal list, the housing provider must fill the RGI unit from the Centralized Waiting List (CWL) and in accordance with the protocol outlined in this directive.

When filling an RGI vacancy from the CWL, the housing provider must first offer the vacant unit to applicants holding SP status. If there are no SP applicants on the property list, the housing provider is directed to offer the unit to applicants holding the Urgent Priority category type of “Local Priority” on the CWL. If multiple SP and Local Priority applicants exist, housing providers are directed to offer units at the top of the property list and proceed by ascending record number. Once first priority has been given to SP and Local Priority applicants, housing providers are to proceed with offers to the applicants on the chronological CWL and in accordance with the protocol outlined in this directive.

***Special Priority (SP) status**, Local Priority and occupancy standards are determined by the Service Manager and cannot be revoked or changed by the housing provider.

Application

1. Offering a Unit from the CWL

The housing provider must offer a vacant RGI unit to the first applicant on its CWL list in Yardi. For assistance with the CWL, please contact Applicant Services.

Every attempt to contact the first household on the CWL must be made, using all forms of contact (telephone, email, mail) provided by the applicant on the application. Yardi memos will include any special instructions or alternate contact information for applicants that cannot be contacted directly. When contacting applicants on the CWL, every precaution is to be taken by housing providers to protect the applicant’s privacy.

***Safety Protocol for Special Priority (SP) Applicants**

If direct contact cannot be made with a SP designated applicant, the provider must contact Applicant Services for assistance in locating the household. For safety purposes, no letters are to be sent to SP designated applicants.

“**On Offer**” occurs in one of the following ways:

- speaking to the applicant or the co-applicant in person, on the phone or by email, or
- speaking to the alternate contact as per Yardi memos, or
- if unable to make direct contact, sending an Offer of Accommodation letter, allowing the household 10 business days to respond (letter template attached and available electronically).

Once contact has been made or an offer letter sent, the housing provider must put the household "**On Offer**" in Yardi. Housing providers without Yardi access must update the applicant’s status with their Housing Programme Advisor.

The housing provider will print or take an electronic copy of the page of the CWL, indicating the placement of the household at the time of offer. The CMSM may request documentation showing the placement of the applicant on the waiting list at the time of offer

and/or a copy of the offer letter, if any. These should be retained on file with the housing provider.

The applicant and/or the co-applicant should be invited to view the unit and may be required to provide prior landlord history, verification of income and asset documentation and/or personal contact information within a designated period of time. The housing provider will not discuss CWL eligibility with applicants and will contact Applicant Services of any new information that may impact eligibility.

For housing co-operatives, there must be a mechanism in place to enable a household to obtain membership approval within a reasonable period of time. Housing co-operatives conducting membership interviews must have a policy in place clearly defining membership criteria.

2. Outcome of Offer

Once the housing provider has confirmed the decision of the applicant household, the CWL must be updated with the status of that offer. The possible outcomes of the offer include:

- housed;
- applicant refusal (refer to Directive 2020-02 “Refusal of Offers”); or
- housing provider refusal (refer to Directive 2020-03 “Refusal by a Housing Provider”).

3. Housing Reporting

Once an applicant accepts the unit, the housing provider must change the status in Yardi from “**On Offer**” to “**Housed**”. To ensure consistency in reporting, this change must be completed as close to the move in date as possible with a maximum of 2 weeks prior to move in.

On a quarterly basis (March 31, June 30, September 30 and December 31), the housing provider will submit to the Housing Programme Advisor:

1. all Move-in Reports for the period (report template attached)
2. the full tenant list, to include tenant names and unit numbers.

If you require additional information, please contact the Housing Programme Advisor.



Mark Poste
Director of Housing

Appendices: Offer of Accommodation letter (sample)

Move-In Reporting Form



Alternative Formats Available Upon Request.