



County of Wellington Social Services Department – Housing Services DIRECTIVE

Directive Number: 2020-02

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:

√	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: Refusal of Offers

Legislative Reference: Housing Services Act, 2011 (HSA) O.Reg. 367/11 S.32.2

Directive Reference: 2020-03 “Centralized Waiting List - Applicant Selection and Offer Reporting”

This Directive replaces and repeals Directive 2013-07 “Refusal of Offers”.

Background

HSA O.Reg 367/11 S32.2 permits the CMSM to establish rules regarding household eligibility for rent-geared-to-income (RGI) if the household refuses one offer for RGI assistance.

1. Direction

- 1.1. A household would no longer be eligible for rent-geared-to-income assistance if a household refuses an offer from a Service Manager for assistance in a unit where the unit meets the Service Manager’s occupancy standards and is in a housing project for which the household has expressed a preference.
- 1.2. The refusal of offers rule would apply to all applicants on the Centralized Waiting List, including special priority applicants (SPP), and to households being transferred, as a result of being over housed, to another unit that is permissible under the Service Manager’s occupancy standards.

- 1.3. Any request for a waiver to this rule based on extenuating circumstances will be considered. All extenuating circumstances requests must be submitted to the housing provider, in writing, prior to or as soon as the circumstances are known to the household. All decisions with regards to extenuating circumstances will determine if the refusal is counted and are at the discretion of the housing provider.

2. Extenuating circumstances

“Extenuating Circumstances” means a situation that hinders a household’s ability to follow the local rule. Extenuating circumstances may include applicant is in the hospital, receiving treatment for addiction, or if an applicant is a survivor of domestic violence or human trafficking and a preferred building is no longer safe due to the proximity of an abuser.

3. Application

- 3.1 All household requests to have the refusal of offer requirement waived or to request that the housing provider not count a specific refusal due to extenuating circumstances must be in writing.
- 3.2 The housing provider will make a decision on the request and the decision will be communicated to the household in writing.
- 3.3 All refusals must be recorded in Yardi whether or not the refusals are incremented. If the refusal is not incremented, the housing provider will check the “Do Not Increment Refusal” on the Refusal drop-down menu.
- 3.4 All refusals must be reported promptly to Applicant Services.

4. Applicant Refusals

The applicant refuses the unit by:

- verbally refusing the unit offer outright; or
- following verbal contact, failing to respond to the housing provider’s offer or failing to attend an appointment within a prior stated reasonable period of time; or
- failing to respond to the written offer within 10 business days of mailing.

Once an applicant refuses an offer, the housing provider must:

- document the refusal in Yardi;
- decide whether this refusal should count as the one refusal; and
- email the ‘Refusal of Offers Notice Form’ and required attachments to the Housing Programme Advisor within 48 hours.

The CMSM may request documentation showing the placement of any refusal 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 status in Yardi must be changed from “On Offer” to “Refused”, noting the reason and a memo providing the details of the refusal. Please note that applicants “On Offer” cannot be offered units by other housing providers, so it is important that this status be updated promptly. The housing provider may then move to the next name on its waiting list on the CWL.

If the housing provider has already received a recent applicant refusal for a similar unit and their name remains on the CWL property list, the applicant may be skipped. Housing providers must review memos in Yardi and document their reasoning before skipping an applicant. The CMSM may request documentation justifying skipping an applicant. This should be retained on file with the housing provider.

The Refusal of Offers local rule comes into effect on July 1, 2020.

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



Mark Poste
Director of Housing

Appendix: Refusal of Offer Form



Alternative Formats Available Upon Request.