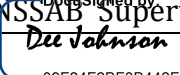


DNSSAB Housing Services  
Local Housing Policy

LHP - 2020-04

SUBJECT:	Refusal of Offers - REVISED		
DATE of ISSUE TO HOUSING PROVIDER:			
IMPLEMENTATION DATE:	January 1, 2021	APPROVED BY:	DNSSAB Supervisor Dee Johnson
REVISION DATE(S):	August 20, 2021	SIGNATURE:	
ASSOCIATED DOCUMENT(S):	Appendix A – Extenuating Circumstances LHP-04 Appendix B – Good & Valid Offer LHP-05		
RELATED POLICY(IES):			
ISSUED TO:	<input type="checkbox"/> Federal Section 95 Private Non-Profit Housing Program <input type="checkbox"/> Federal Section 26/27 Housing Program <input type="checkbox"/> Federal Urban Native Non-Profit Housing Program <input checked="" type="checkbox"/> Private Non-Profit Housing Program <input checked="" type="checkbox"/> Municipal Non-Profit Housing Program (Pre-1986) <input checked="" type="checkbox"/> Local Housing Corporation <input type="checkbox"/> Affordable Housing/Investment in Affordable Housing/Social Infrastructure Fund Program <input checked="" type="checkbox"/> DNSSAB Rent Supplement Programs <input checked="" type="checkbox"/> DNSSAB Housing Access		

**PURPOSE**

To inform all housing stakeholders of the local rule, background and compliance standard under the Housing Services Act, 2011 (HSA) and associated regulations related to the refusal of offers of units from the DNSSAB Co-ordinated Access Waiting List.

**BACKGROUND**

Under *O. Reg 367/11, s. 32.2* of the Housing Services Act 2011, a household ceases to be eligible for rent-geared-to-income assistance if the household refuses **a single (1)** offer by the Service Manager for such assistance in a unit in the Service Manager's service area that, (a) meets the Service Manager's occupancy standards, and (b) is in a housing project for which the household has expressed a preference.

**LOCAL RULE**

A household, other than a household that has been determined to be eligible for special needs housing, ceases to be eligible for rent-geared-to-income assistance if it has refused one (1) offer of a rent-geared-to-income unit (*O. Reg 367/11, s. 32.2 ss. (1)*) and:

- It is on the centralized waiting list for rent-geared-to-income units; *or*
- It has been placed on a Housing Provider's internal transfer list due to being over housed under the local occupancy standards.



DNSSAB Housing Services  
Local Housing Policy

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SUBJECT:	Refusal of Offers (continued)
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This applies with respect to the refusal of an offer only if the following are satisfied:

- Meets the Service Manager's occupancy standards; *and*
- Is in a housing project for which the household has expressed a preference. *O. Reg. 318/19, s. 2.*

A household's refusal of an offer of a portable housing benefit *shall not* be considered a refusal under subsection (1). *O. Reg. 318/19, s. 2.*

Despite subsection (1), a Service Manager may determine that the household remains eligible if the Service Manager is satisfied that there are extenuating circumstances. *O. Reg. 318/19, s. 2.*

For a list of potential extenuating circumstances, please see Appendix A attached.

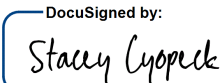
Guidelines for what is considered a good and valid offer can be found in the Schedule B attached.

**ACTION**

That Housing Providers implement the new Local Housing Policy - *Refusal of Offers* - LHP - 2020-04.

Housing Providers are required to notify the DNSSAB Housing Access of all refusals of offers within two (2) business days.

**AUTHORIZATION**

Original signed by:  Date: 8/24/2021

Stacey Cyopeck  
Director, DNSSAB Housing Programs

Replaced By Policy #		Retirement Date:	
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## Appendix "A" – Examples of Extenuating Circumstances

- Illness or medical emergency that requires hospitalization
- Death of an immediate relative (spouse/partner, child, parents, siblings or legal guardian)
- To attend to/care for an ill or dying family member
- Seeking or receiving medical treatment for addictions
- Incarceration (Awaiting trial and not convicted, Serving time due to a conviction)
- An SPP household identifies the location is not safe due to the proximity to their abuser
- A special needs household identifies that the modifications in the unit do not match their documented needs
- An applicant household with mobility limitations (cannot climb stairs, requires an elevator) is offered a unit that does not address the limitations identified on their application
- An applicant household is offered a location that was not listed on their current housing project selections
- The household is currently in 1 year lease commitment
- The applicant is actively in court or having custody access issues



## Appendix “B” – Good and Valid Offer Guidelines

The purpose of this document is to inform housing providers on what the DNSSAB will consider a valid offer and response time for rent-geared-to-income housing offers made to applicants from the DNSSAB Housing Access waiting lists. In the interest of providing clear rules and avoiding undue vacancy loss for housing providers the DNSSAB has set guidelines regarding offers of housing.

**1.0** An offer has been deemed to have been made if the housing provider has:

- spoken directly with the applicant, co-applicant or other adult household member
- left a message on a voice mail at the applicant’s primary number or at one of the secondary contact numbers
- has sent an email to all email addresses indicated on the file if unable to get through via phone

Housing providers are expected to make all reasonable attempts to contact an applicant household before offering the unit to the next eligible household. All communications of offers to applicants (including phone calls, voicemails and email messages) must clearly indicate whether the offer is for a Rent-Geared-to-Income (RGI) or for a market-rent unit.

### A. Applicant’s response time

Applicants should be given the following response times to offers:

- two (2) business days after the offer has been deemed to have been made (as outlined in 1.0) to contact the housing provider to arrange to view the unit
- two (2) business days after contacting the housing provider to view the unit and accept or refuse the offer

### B. Lack of applicant follow-up

An applicant will be considered to have refused an offer if they fail to:

- contact the housing provider within two (2) business days after the date they received a valid offer (as outlined in 1.0)
- do not show up to view the unit as scheduled
- do not let the housing provider know they wish to accept the unit within two (2) business days of viewing it

### C. Unable to contact

Sometimes a housing provider may not be able to contact an applicant for an offer. This may occur when:

- contact information obtained from Housing Access is incorrect
- the provider is unable to contact the applicant by telephone or email to make an offer
- the applicant does not respond to telephone messages or mail sent to them regarding an offer

District of Nipissing  
Social Services  
Administration Board



Conseil d'administration  
des services sociaux  
du district de Nipissing

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## **Appendix “B” – Good and Valid Offer Guidelines (continued)**

If the provider has made reasonable efforts but has been unable to contact the highest ranked household for any of the above reasons, the provider may offer the unit to the next person on the list. The housing provider must keep records of all offers made for every rent-geared-to-income vacancy they have.

The housing provider must notify DNSSAB Housing Access of their inability to reach the applicant so that Housing Access may follow-up accordingly.

**2.0** The housing provider must notify the DNSSAB’s Housing Access when an offer is deemed to have been refused by an applicant outright or for any of the above reasons (outlined in B). Housing Access will follow up with the applicant to ensure contact information is up to date and make them aware of the registered refusal.