

CATEGORY: Housing in Peel

SUBJECT: Response Time to Offers of Housing

APPLICABLE TO:

- Municipal & Private Non-Profits
 - Co-operatives
 - Centralized Waiting list (CWL)
 - Federal Non-Profit
 - Rent Supplement
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PURPOSE

The purpose of this document is to inform housing providers in Peel of the policies on the response time to offers of RGI housing made to applicants on the Centralized Wait List (CWL).

EXTENUATING CIRCUMSTANCES

If an applicant does not meet the established response times, the housing provider is expected to be flexible and supportive and to exercise best judgment to determine if extenuating circumstances exist.

Below are examples of extenuating circumstances If the applicant has:

- an accessibility concern and depends on a third-party
- a close family member who was hospitalized
- a death in their family
- experienced a delay in their access to financial assistance with first/last months rental charges (OW/ODSP)
- a physical or mental health disability

RESPONSE TIME TO OFFERS OF HOUSING

<p>Non-Profits and Co-ops – timeline to offer unit</p>	<p>Housing provider contacts applicant to offer the RGI unit, allowing two business days to:</p> <ul style="list-style-type: none"> • schedule a unit viewing and; • request RGI eligibility documents from the applicant <p>If the applicant does not respond to the offer within the two days, then the housing provider can request the next CWL applicant</p>
<p>Non-Profits: Acceptance/refusal of offer</p>	<p>The viewing and offer acceptance/refusal by the applicant and/or housing provider must take place within five business days of the applicant receiving the offer</p> <p>The applicant is required to submit the requested RGI eligibility documents to the housing provider during this time frame if they are accepting the offer</p>
<p>Co-ops: Acceptance/refusal of offer</p>	<p>The viewing and offer acceptance/refusal by the applicant must take place within five business days of the applicant receiving the offer</p> <p>Co-ops have <u>ten</u> business days after the date the applicant viewed the unit to accept or refuse the applicant. (all RGI applicants must attend an interview to obtain approval for move-in and membership)</p>
<p>Non-Profits: signing tenancy agreement</p>	<p>Housing provider and applicant must sign the lease within ten business days of acceptance</p>
<p>Co-ops: signing occupancy agreement</p>	<p>Housing provider and applicant must sign the occupancy agreement within five days after the date that the co-op has approved the membership</p>

REMOVAL OF OFFER

An offer of RGI housing will be rescinded by the housing provider if:

- the applicant does not contact the housing provider within two business days after the date they received the offer
- the applicant does not arrange to sign the lease within ten business days after the date of accepting the offer (for Non-Profit buildings)
- sign the occupancy agreement within five business days after the date of receiving the approval for membership (for Co-op buildings)

APPLICANTS REFUSAL OF AN RGI OFFER

Offers will be counted if applicants do not respond to:

- voicemail or email from housing provider (provider needs to provide details of the offer in the voicemail or email)
- message left with any person who answers the call (provider will request the applicant to call back to respond to the offer of housing)

An applicant who refuses an offer of an RGI unit in a building they selected becomes ineligible for RGI and will be removed from the waiting list. [O. Reg. 367/11 section 32.

A. NEXT STEPS

Housing providers must inform Peel's Client Services when:

- Applicant refuses an offer of housing (**reason for refusal is required**)
- Housing provider refuses the applicant an offer of housing (**reason for refusal is required**)
- The applicant has accepted the offer and signed the lease/occupancy agreement (**date of move-in is required**)

ORIGINAL DATE:	February 9, 2011
LAST REVIEW DATE:	August 1, 2025
RESPONSIBILITY:	Housing Services
