
Subject: Response Time to Offers of Housing

Date: January 1, 2021

Replaces: February 9, 2011

Applicable to The policy and procedures contained in this document apply to the following:

- | | |
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| <input checked="" type="checkbox"/> Municipal & Private Non-Profit | <input checked="" type="checkbox"/> Federal Non-Profit |
| <input checked="" type="checkbox"/> Co-operatives | <input checked="" type="checkbox"/> Rent Supplement*
*incl. former OCHAP/CSHP |
| <input checked="" type="checkbox"/> Peel Access to Housing (PATH) | <input checked="" type="checkbox"/> Internally Funded/ROP Administered |

Content This document contains the following information:

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

Policies on response time to offers of housing

This section contains Peel Policies pertaining to the response time to offers of RGI housing.

Applicant's response time
Social housing provider's response time
Extenuating circumstances
Failure of applicant to comply

Applicant's response time

The table below sets out the response time for an applicant who has received an offer of housing. These guidelines are intended to minimize unreasonable vacancy loss for housing providers and provide applicants with a reasonable response time to offers of housing.

If the social housing provider is a ...	then the applicant has ...
non-profit	<ul style="list-style-type: none"> • <i>Two</i> business days after the date of receiving the offer to <i>contact</i> the non-profit to arrange to view the unit • <i>Five</i> business days after the date of receiving the offer to <i>view</i> the unit and <i>accept or refuse</i> the offer; and • <i>Ten</i> business days after the date of accepting the offer to <i>sign the lease</i>.
co-operative	<ul style="list-style-type: none"> • <i>Two</i> business days after the date of receiving the offer to <i>contact</i> the co-operative to arrange to view the unit • <i>Five</i> business days after the date of receiving the offer to <i>view</i> the unit and <i>accept or refuse</i> the offer; and • <i>Five</i> business days after the date of receiving the co-operative's approval for membership to <i>sign the occupancy agreement</i>.

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

Social housing providers' response time

The response time for a social housing provider to accept or refuse an applicant for reasons specified in O. Reg. 339/01, s. 18 (1) and (2) are outlined below.

If the social housing provider is a ...	Then it has...
non-profit	<p><i>two</i> business days after the date an applicant has <i>viewed</i> the unit to <i>accept or refuse</i> the applicant</p> <p><i>Exception:</i> If the non-profit needs further clarification from Housing Services- Client Services pertaining to an applicant, the time frame to accept or refuse the applicant will be extended to <i>three</i> business days after the date the applicant viewed the unit.</p>
co-operative	<p><i>ten</i> business days after the date an applicant <i>viewed</i> the unit to <i>accept or refuse</i> the applicant.</p> <p><i>Note:</i> All perspective co-op members must attend a membership interview to obtain approval for membership in the co-operative.</p>

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* business days after the date they received the offer. (If the housing provider is unable to contact the applicant, it will not count as an offer);
- sign the lease within *ten* business days after the date of accepting the offer from a non-profit provider (or make alternate arrangements with the housing provider).
- sign the occupancy agreement within *five* business days after the date of receiving the co-operative's approval for membership.

An applicant who refuses an offer of an RGI unit in buildings they selected becomes ineligible for RGI and will be removed from the waiting list. [O. Reg. 367/11 section 32.2]

If an applicant fails to comply with the response timelines listed above, a housing provider must inform Housing Services Client Services of this prior to moving on to the next applicant on the CWL"

Housing Services Client Services will:

- monitor all refusals by applicants and social housing providers, and
- review all offers prior to making the applicant ineligible.

Households who are made ineligible for RGI will be provided with an opportunity to submit a Service Manager Appeal.

Rationale

The Housing Services Act, 2011 and Regulations do not provide guidance pertaining to the timing for accepting or rejecting an offer of housing.

As such, in the interest of providing clear rules for applicants and avoiding undue vacancy loss for housing providers the Region of Peel has set a policy regarding response time to offers of housing.

Legislation *Housing Services Act, 2011 s. 47*

Human Rights Code and duty to accommodate Under the *Human Rights Code* (HRC) social housing providers have a 'duty to accommodate' persons with disabilities.
[**Human Rights Code, R.S.O. 1990, c. H.19**](#)

Questions If you have any questions pertaining to this document, please contact your Housing Supply Specialist.
