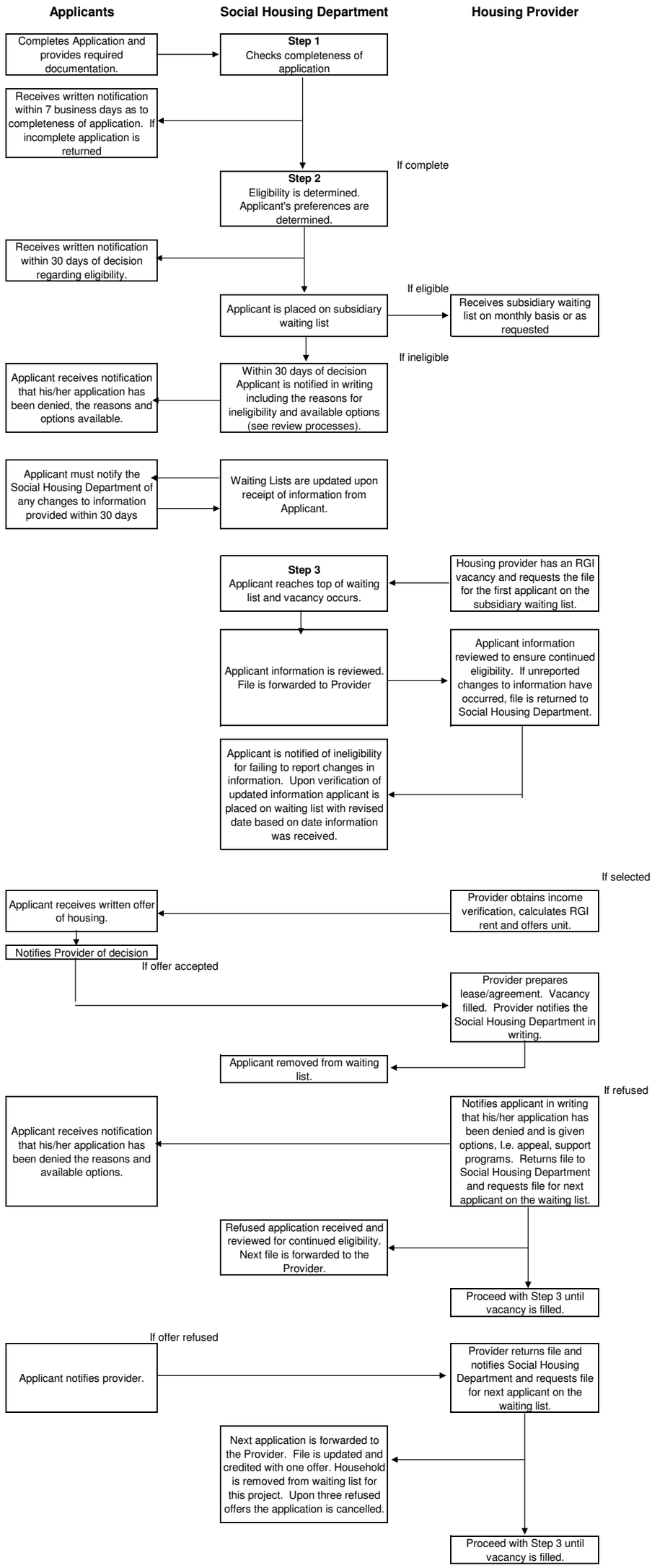
Applicants
Social Housing Department
Housing Provider
Completes Application and provides required documentation.
Step 1
Checks completeness of application
Receives written notification within 7 business days as to completeness of application. If incomplete application is returned
If complete
Step 2
Eligibility is determined. Applicant's preferences are determined.
Receives written notification within 30 days of decision regarding eligibility.
If eligible
Applicant is placed on subsidiary waiting list
Receives subsidiary waiting list on monthly basis or as requested
If ineligible
Applicant receives notification that his/her application has been denied, the reasons and options available.
Within 30 days of decision Applicant is notified in writing including the reasons for ineligibility and available options (see review processes).
Applicant must notify the Social Housing Department of any changes to information provided within 30 days
Waiting Lists are updated upon receipt of information from Applicant.
Step 3
Applicant reaches top of waiting list and vacancy occurs.
Housing provider has an RGI vacancy and requests the file for the first applicant on the subsidiary waiting list.
Applicant information is reviewed. File is forwarded to Provider
Applicant information reviewed to ensure continued eligibility. If unreported changes to information have occurred, file is returned to Social Housing Department.
Applicant is notified of ineligibility for failing to report changes in information. Upon verification of updated information applicant is placed on waiting list with revised date based on date information was received.
If selected
Applicant receives written offer of housing.
Provider obtains income verification, calculates RGI rent and offers unit.
Notifies Provider of decision
If offer accepted
Provider prepares lease/agreement. Vacancy filled. Provider notifies the Social Housing Department in writing.
Applicant removed from waiting list.
If refused
Applicant receives notification that his/her application has been denied the reasons and available options.
Notifies applicant in writing that his/her application has been denied and is given options, I.e. appeal, support programs. Returns file to Social Housing Department and requests file for next applicant on the waiting list.
Refused application received and reviewed for continued eligibility. Next file is forwarded to the Provider.
Proceed with Step 3 until vacancy is filled.
If offer refused
Applicant notifies provider.
Provider returns file and notifies Social Housing Department and requests file for next applicant on the waiting list.
Next application is forwarded to the Provider. File is updated and credited with one offer. Household is removed from waiting list for this project. Upon three refused offers the application is cancelled.
Proceed with Step 3 until vacancy is filled.