

APPENDIX “A” **Definition of a Valid Offer**

An offer is considered valid when it is an appropriate size unit and is a property for which the household either indicated a preference on their CWL application, or if no/insufficient preferences were made, is one of all properties in the Service Manager’s area.

Valid Offer Definition

For the purpose of Rent-Geared-to-Income (RGI) assistance, an offer is considered valid for a household when it is:

- an appropriate size unit;
- an appropriate mandate;
- a property that the household chose as a preference on their CWL application or if the household did not choose any or sufficient preferences, then any property in the Service Manager area; and
- offered following the Offer Guidelines as set out in Directive 23-02 Appendix “A”.

In the case of a housing co-operative, the offer is considered valid if it meets the criteria listed above, unless the housing co-operative does not approve the household for membership.

The following shall not be considered reasons for refusing an offer or reasons why an offer was not valid/made:

- availability of on-site parking.
- inability to be contacted at the email and/or telephone number listed as the household primary or alternate contact information on their CWL application.
- special requirements that were not previously disclosed and documented in the file.
- not responding to an offer of an RGI unit.

Housing Providers must complete the *Offer of Rent-Geared-to-Income Unit* form to document information regarding the housing offer. This form must be kept as a record and be available upon request by the Service Manager. A copy of this form must be sent to the CWL Administrator within 1-business day of completion of the offer process.

Offer Guidelines

Housing Providers shall use the following process to offer an RGI unit to a household. This offer process occurs over a 15-business day period.

Contact with Household Process (Day 1 to Day 3)

- First Telephone Call – phone the household at the telephone number(s) identified on the household’s CWL application to advise of the offer. Leave a voice message when required.
- Email – immediately following the first telephone call, send an email to the email address(es) identified on the household’s CWL application to advise of the possible offer. The email may include details such as the community, unit details, amenities, and the available move in date.

The email must include the timeframe that the household must contact the Housing Provider (within 3 business days) and the outcome of not responding.

- Second Telephone Call – phone the household again at least 1 business day after the first telephone call if the household has not been in contact with the Housing Provider. Advise this is the final attempt that will be made to contact the household. Confirm the date and time the offer will close and the outcome of not responding. Leave a voice message when required.

Unit Viewing and Acceptance Process (Day 4 to Day 10)

- Contact household to schedule viewing. Viewing must occur within 7 business days of making the offer.
- Within 1 business day (24 hours) of viewing the offered unit, the household is required to advise the Housing Provider if they will be accepting the unit. If a household is informing the Housing Provider they will not accept the unit, the Housing Provider must explain the outcome and the household can reconsider within the timeframe.

Confirming Household's Eligibility Process (Day 11 to Day 15)

- Within 5 business days of accepting the unit, the household is required to provide **all documents** to confirm eligibility for RGI assistance. Specify the date the documents must be submitted by, that the offer will close at that time, and the outcome of not providing the documents.
- On the 3rd business day of accepting the offer, if the household has not submitted the required documents, contact the household to advise the date the offer will close if the documents are not submitted and the outcome for not submitting the documents.
- Once eligibility has been confirmed, the Housing Provider must immediately update the CWL application.
- Written Letter – immediately following the offer process, issue a letter to the household outlining the outcome of the offer process (accept offer, refusal of offer, or no response to the offer).

Household Process

Households shall:

- Keep their contact information on their CWL application up to date, including providing both a telephone number and email address to receive information about housing offers.
- Promptly provide documentation for special requirements such that appropriate preferences are made.
- Provide an alternate contact that is reachable by email and telephone if the household is unable to be contacted by email and by telephone.

- Respond to the Housing Provider within 3 business days of the 1st telephone/email offer made by the Housing Provider.
- View the unit offered within 7 business days of receiving the offer.
- Within 1 business day of viewing the unit offered, advise the Housing Provider whether they will be accepting the unit.
- Within 5 business days of accepting the unit, submit **all verification documents** to confirm eligibility.
- Contact the CWL Administrator if they are unable to accept offers for a certain period of time, outlining the reason and the duration of the proposed offer suspension, after which the CWL Administrator may at its sole discretion suspend the offer process for a period up to 60 consecutive and/or 90 cumulative days in a calendar year, providing the household with written confirmation of the offer suspension period.