

1.4.1.6 Wait List Policy

1.1 PURPOSE

To establish a wait list policy for all units owned by the Corporation.

2.1 DEFINITIONS

- a) 'Corporation' shall mean the Central Elgin Non-Profit Housing Corporation
- b) 'Council' shall mean the Council of the Corporation of the Municipality of Central Elgin
- c) 'Municipality' shall mean the Corporation of the Municipality of Central Elgin
- d) 'Secretary-Treasurer' shall mean the Secretary-Treasurer of the 'Corporation
- e) 'Tenant' shall mean those persons named in the lease
- f) 'Board' shall mean the Board of Directors of the Corporation
- g) 'Residential Unit' shall mean any living accommodation used or intended for use as rented residential premises as per the lease agreement
- h) 'Common Area' shall mean the entry way, corridors, stairwells, common room, laundry room, lawn, walkways, and parking lot

3.1 POLICY

3.1.1 Components

- a) First wait list maintained is for two-bedroom units
 - i. Completed applications on this wait list will be capped at 10
- b) Second wait list maintained is for one-bedroom units
 - ii. Completed applications on this wait list will be capped at 10
- c) Third wait list maintained is for Rent Geared-to-Income (RGI) units
 - iii. Completed applications on this wait list will be capped at 10
- d) Maximum ten of the thirty units designated as RGI, actual quantity at discretion of Corporation
- e) All RGI units are to be one-bedroom units only
 - i. Applicants currently residing in Central Elgin are prioritized
 - ii. Priority Special Needs applicants will always jump to the top of any of the lists
 - iii. The external applications on the wait list always take priority over any internal transfer requests unless an internal transfer will release a two-bedroom unit for the next qualified external application on that list or a Special Priority circumstance exists as identified in the Transfer Policy
 - iv. Anyone, at any time, can submit their name via the online application form to get in the queue for the formal application process that is capped at 10 for each wait list type

3.1.2 When Vacancy Occurs

- a) Establish whether the unit type will be Market or Rent Geared-to-Income
- b) The top applicant on the appropriate unit size & type list are contacted by whatever means is provided in the application
- c) The applicant is responsible for ensuring that accurate contact information on the application is maintained as outlined on the application form
- d) Mail is no longer used to communicate with applicants
- e) If the top applicant is reached and accepts, the unit is considered rented, once references and RGI eligibility (if applicable) are re-verified and a lease is signed

1.4.1.6 Wait List Policy

- f) If requested, the top applicant can view the available unit (or one similar if the vacated unit is undergoing maintenance post being vacated)
- g) Once viewed, the applicant has a maximum of 3 working days in which to sign the lease (and the Consent Form if an RGI unit) and return it (them) to the secretary/treasurer for confirmation of their acceptance
- h) If the top applicant is reached but declines the unit, they can be added to the bottom of the other unit size list if that is requested, otherwise the application will be removed from all waiting lists
- i) If the top applicant cannot be reached a Canada 411 search will be conducted to attempt to find the applicant
- j) If the top applicant ultimately cannot be found, the application will be removed from all waiting lists
- k) The above steps will be repeated until the unit is rented
- l) The next two (2) applicants on all lists are then contacted to confirm their place on the waiting list and to help ensure the waiting list is as current as possible
- m) In all cases, the secretary/treasurer records applicant notes on the waiting list document for future reference

3.1.3 Wait List Updates

- a) An applicant can request changes to only their contact information on the application at any time via phone or in person
- b) An applicant can change their unit size on an existing application but that will result in the application being moved to the bottom of that unit size waiting list
- c) An applicant can change from a market unit to an RGI unit, or vice versa, if their financial status changes without losing their spot on the waiting list
- d) An applicant can request to be removed from any wait list at any time
- e) An application will be refused if any information is insufficient or incomplete
- f) Any applicant offered a unit but that fails to provide the signed lease and consent form (if RGI applies) to the secretary/treasurer within the maximum 3 working days will be removed from all wait lists
- g) In all cases, the secretary/treasurer records applicant notes on the waiting list document for future reference
- h) All wait lists should be reviewed by the secretary/treasurer a minimum of once per year to ensure accuracy

3.1.4 Housing Provider “Rights of Refusal” (per the Housing Services Act)

Housing providers may refuse to offer a unit to an applicant where:

- a) The selection of the household would be contrary to the housing project’s mandate
- b) There are reasonable grounds to believe, based on the household’s rental history, that the household may fail to fulfill its obligations to pay rent for the unit in the amount and at the times the rent is due
- c) The household does not agree to accept its responsibilities as a tenant, or the housing provider has reasonable grounds to believe that the household will not accept or will be unable to accept those responsibilities
- d) The unit is one in which individuals will reside in a shared living situation and the Housing Provider has reasonable grounds to believe that it is unreasonable for the household to reside in the shared accommodation