Housing Administration Provider Portal Toronto (HAPPTO) Voyager System Guide

September 2025

Table of Contents

TORONTO

Introduction to Housing Administration Provider Portal (HAPPTO)

The Housing Administration Provider Portal (HAPPTO) system guide is the primary resource for Housing Providers to administer a benefit program on behalf of the City of Toronto within Voyager. This guide provides an overview of the business processes and step-by-step instructions on how to perform tasks in Voyager for the purpose of ongoing program eligibility including building inventory and benefit/program ratio management.

Voyager will be used to:
- Access reports
- Add new properties and units
- Create vacancies
- Manage program ratios
- Perform Annual and Interim reviews
- Perform Rent Calculations
- Update unit statuses

For Rent-Geared-to-Income (RGI) / Rent-Geared-to-Income Max Shelter Allowance (RGI-MSA) policies, administration rules and procedures, housing providers must reference the current versions of the online administration manuals, City Guidelines.

Key Terms

Term	Description
Centralized Waiting List (CWL)	The Housing Services Act, 2011 (HSA), requires that service managers, such as the City of Toronto, have and maintain one CWL for RGI/RGI-MSA housing. Housing providers who receive subsidies from the City of Toronto to fund RGI/RGI-MSA assistance must select applicants for all RGI/RGI-MSA subsidies from the CWL.
RentCafe	RentCafe is the City of Toronto’s online portal for housing providers to fill RGI/RGI-MSA vacancies or allocate RGI/RGI-MSA subsidies.
Post	Function used to finalize move in / move out process and update unit statuses.
Certificate	A record used to initiate a: Move-In, Annual Review, and/or Interim Review process. This record will be used to enter all relevant data required to complete a review, resulting in a Rent Calculation.
Excluding from Voyager	Inactivating a unit in Voyager which will remove the RGI administration access.
RGI-MSA	Rent-Geared-to-Income - Max Shelter Allowance.
Resident	Same as a tenant

Market Rent Units	Units that are not under RGI/RGI-MSA program and are included in Voyager's inventory for the purpose of managing building targets.
Family Group	Represents how the Household Members are grouped by number as a family/benefit unit.
Rent Profile	The Rent Profile determines how Voyager will calculate the RGI rent portion.
RGI Review	The summary of a review that displays all information entered into a certificate. The RGI Review replaces the City of Toronto Worksheet and should be distributed to Tenants when a Rent Review is completed
Other Charges/Non-RGI Charges	Charges for services provided by a Landlord to a Tenant that are outside of RGI administration. For example: parking, lockers, etc.

Getting Started in YardiOne

Accessing YardiOne

Voyager is accessible in the following browsers:

- Chrome
- Edge
- Firefox
- Safari

Do not use Internet Explorer as it is not compatible.

Log In

All Users will be provided with the YardiOne website link, which can be bookmarked/save to favourites for easy access. Your login ID is the email address which the User provided in the Housing Administration System Access request form.

There are two stages to logging in to YardiOne.

- The initial log in will consist of creating and registering your password and setting up your Multi-Factor Authentication (MFA)
- Once the initial log in is completed, each time you log in to YardiOne you will need to enter a code which will be automatically sent to your email. You can save that code for a period of 7 days by checking off the "Remember this device for 7 days". At the end of the 7 days, you will be required to enter a new code, and repeat the process

Refer to: [How to Log in to YardiOne]

Reset Password

If a housing provider has forgotten their password or would like to change their password, they can do so through the log in screen.

Refer to: How to Reset Password

YardiOne Dashboard

The YardiOne dashboard consists of several tiles. Housing Provider will only be given access to the following tiles:
The Practice environments will be available until Housing Provider has been given Live access.

Tile	Description
Voyager Training	Practice environment for Housing Providers who have completed HAPPTO training
RentCafe Social Housing – UAT	Practice environment for Housing Providers who have completed HAPPTO training
Voyager	Voyager Live. Use this environment to complete RGI administration.
RentCafe Social Housing	RentCafe Live. Use this environment to fill vacancies and search for applicants

System Synchronization

Synchronization (Sync) is the sharing of information between RentCafe and Voyager. Synchronization occurs automatically at the end of each business day. (scheduled) A manual sync can be done which will sync the 2 systems immediately.

The information shared between RentCafe and Voyager is:

- Properties
- Units

The information shared from RentCafe to Voyager only relates to:

- Applicant
- Documents

No information relating to tenancy is shared between Voyager and RentCafe.

TORONTO

RGI Administration

How to Search for a Tenant Record

A Tenant record can be search in four different ways, by Property and Unit, by Name and by Tenant ID.

Refer to:

- How to search for a tenant by Property and Unit
- How to search for a tenant by Name
- How to search for Resident by Tenant ID

Certificates

There are three (3) types of **Certificates.**

Certificates in Voyager are created at the initial **Move In** (MI) and at any time a review of the Household is required, in an **Annual review** (AR) or **Interim Review** (IR). A Housing Provider must complete a certificate to calculate RGI rent.

Certificates Memo

There can be multiple outcomes that stem during the Annual or Interim Review process, such as:

- A tenant requesting a review of rent calculation
- An Annual or Interim review not being completed due to an incomplete package
- An NOD issued due to the results of the Annual or Interim review, including a Notice of Decision – Over housed

These outcomes are noted in the Memo found within the Certificates.

Refer to: How to Add/Update a Certificate Memo

Updating and Completing a Certificate

A certificate must be created and completed for RGI rent to be calculated. The following information must be entered:

- Effective dates
- Family members information
    - Family grouping
    - Rent Profiles
- Income for all family members over the age of 16
- Assets (if applicable)

Completion of a certificate will result in an RGI rent calculation.

All relevant documentation to support the review process must be uploaded into the Tenant file.

Refer to:

- How to update the RGI summary
- How to Add/Update a Household Member
- How to Delete a Household Member
- How to Add/Update an Income Record
- How to Delete an Income Record
- How to Add/Update an Asset Record
- How to Delete an Asset Record
- How to add Non-RGI Charges
- How to Complete an RGI Certificate
- How to complete Additional Household Info
- How to Upload an Attachment

Move-In Certificates – MI (New Tenants)

When an applicant has accepted an offer, and the applicant information has been submitted to Voyager via RentCafe a Tenant ID and RGI Flag will be created in Voyager through the system synchronization process. Applicant information that exists in RentCafe, except for Income and Assets, will populate in the initial MI certificate. Documents that are in RentCafe can also be uploaded into Voyager (refer to RentCafe Offer process).

Housing providers will need to identify the MI certificates and complete them prior to the leasing of a unit takes place.

All relevant documentation to support the review process must be uploaded into the Tenant file.

Refer to:

- How to identify MI Certificate to be completed
- Updating and Completing a Certificate
- How to Upload an Attachment

Posting a Move-In

After the MI certificate is complete, you must post the move-in. Once the move in date passes, this will update the tenancy **Status** from Future to Current and the **Voyager Status** to Occupied-No Notice in RentCafe.

Refer to: How to Post a Move In

Adjusting a Move-In Date

Prior to the effective date of the scheduled move in, the move in date can be adjusted. When adjusting the move in date, the RGI summary effective date must also be updated. The move in date and RGI effective date must always match.

Refer to:

- How to Adjust a Move In Date
- How to change the RGI effective date

Cancelling a Move In

A Housing Provider is advised by an applicant that they will not be moving in. A move in can only be cancelled if the move in date has not taken effect.

Note: If the move in date has taken effect, under the RTA the applicant is now a tenant. A move out must be completed.

Refer to:

- How to Cancel a Move In
- How to Add or Update a Tenant Memo

Annual and Interim Review Certificates (AR/IR)

When completing an annual review or interim review, ensure you select the appropriate certificate type to complete the review.

Refer to:

- How to Perform an AR/IR Certificate
- How to Complete and RGI Certificate

Annual Review – Overdue/Incomplete Package

There may be instances where an Annual Review is not completed by the effective date. When this occurs, an AR certificate and Memo must be created to explain why the annual review has not been processed.

For example:

- supporting documents have not been received
- annual review has not been returned

Refer to: How to create/update a certificate memo

Reopening Certificates

When an administrative error has been identified on a certificate a correction must be made. To correct the certificate, you must first determine if the certificate has a **View** or **Edit** status under the Tenant Screen.

If the certificate has an **Edit** status you can make the necessary corrections by going into the certificate from the Tenant Screen. If the certificate has a **View** status, corrections must be done through reopening the certificate.

Refer to: How to use Re-Open a Certificate

Overriding of RGI Rent Amount & Utility Allowances

An override can only be performed to adjust the RGI rent amount when performing an IR for a Household that doesn't qualify for a rent reduction (refer to RGI Manual for regulations regarding rent reductions) or for a Household that is under the RGI-MSA program. Override notes are mandatory and must explain the reason for the override.

For RGI Administration, overrides will be used for the following fields:

- Tenant Rent
- Market Rent
- Utility Allowance

Refer to: How to Perform an Override in an RGI Certificate

RGI Review Document - Rent Worksheet

The RGI Review document is a summary of a review that has been completed. It outlines the family group(s), household income, utility charges or allowances and RGI rent amount. Upon completion of a certificate, the RGI Review document can be downloaded and distributed to tenants.

Refer to: How to download RGI review

TORONTO

Non-RGI Charges

A landlord may charge an RGI tenant for services provided that are outside of RGI administration. The Non-RGI Charges are:

- Parking
- Locker/Storage
- Cable/Internet/Security
- Fees/Dues
- Other

Non-RGI Charges are, if applicable, setup at the initial move-in and updated at the Annual Review stage. These charges will be included in the RGI document.

Refer to: How to create Non-RGI Charges

Supporting Documents

All documents used to support on-going eligibility or Notice of Decision(s) must be uploaded into the tenant file.

Refer to: How to Upload Attachments

Over housed Households

Once a household has been deemed as over housed, housing providers must update the "Additional Housing Info" table to identify the household as being over housed. The Notice of Decision – Over housed must be uploaded into the tenant file and a certificate memo needs to be created.

Refer to: How to Add/Update an Additional Household Info Record

Swapping Heads of Households

If a member with a relationship code of **Head of Household** is to be removed from a household, you must first swap the relationship with another family member within the household. Once the relationship has been successfully swapped, only then can the family member be deleted from the household. A head of household must be 16 years of age and older.

Examples where the Head of Household will be deleted:

- Vacating the Unit
- Is deceased

Refer to:

- How to Swap a Head of Household
- How to Delete a Household Member

Notice of Decision – Loss of Eligibility

When a Tenant/Household has been found to no longer be eligible for a RGI Subsidy, a Notice of Decision – Loss of Eligibility (NOD-LOE) is issued. Housing Providers must update the Provider LOE Detail table to identify Households that have received a NOD-LOE.

This table will assist Housing Providers in managing their NOD-LOE including tracking when a Request for Review is initiated and the outcome. When populating the Provider LOE Detail table, you must choose the primary reason for issuing the NOD-LOE followed by the secondary and tertiary reason, if applicable.

Once the NOD-LOE has been issued and the “Certificate of Service” is completed, both documents must be uploaded into the Provider LOE Detail table as supporting documentation.

Refer to:

- How to Create a Notice of Decision – Loss of Eligibility
- How to Log an LOE Request for Review

Request for a Rent Review (Non-NOD-LOE)

Anytime a Notice of Decision is issued, a household member can request for a Review. If a Request for Review is received, the Housing Provider must create a certificate memo to record the date of the request, details of the request and the outcome.

When the outcome results in a rent calculation change than a correction to the AR or IR certificate is required.

Refer to:

- How to Create a Request for a Rent Review of a Certificate
- How to Perform a Correction Review

Vacancy Management - Allocation of RGI Vacancy/Subsidy

Before a housing provider can proceed to place a unit on notice, they must always refer to their targeting plan and make sure they are meeting their minimum RGI unit requirements. The targeting plan is an agreement between the City and a housing provider that details the required minimum number of units to be provided within the Housing Services Act.

The targeting plan ensures that RGI assistance is made available to as many households as possible. Housing providers must maintain the minimum targets set out in the targeting plan. For example, if a building's targeting plan calls for a minimum of 55 RGI households but only 54 households are receiving RGI, the next Market Rent unit must be changed to an RGI benefit unit and fill the next vacant unit with an RGI household. Housing providers must check their targeting plan every time they have a vacancy.

For more details on targeting plans, see the RGI Administration Manual & City Guidelines Allocation Methods for RGI The City of Toronto is committed to ensuring that the RGI program fills vacancies and allocates subsidies effectively from the Centralized Waiting List, inclusive of the following allocation methods: direct allocation or choice-base. Within direct allocation, there are three specific methods, including internal transfers, market rent to RGI (in-situ process) and referral agreements. Based on their targeting plan, housing providers must identify which allocation method they are intending to use to either distribute an available RGI subsidy or fill a vacant RGI unit, before placing a unit on notice in Voyager.

Subsidy and Vacancy Tracking Table

The Subsidy and Vacancy Tracking table (SVT) is used to track the benefit type that is attached to a unit. The benefit type of a unit will determine if a vacant unit will become a vacancy to be filled in RentCafe. This will also assist the provider in ensuring compliance with their targeting plan by identifying number of Market Rent Units vs RGI Units.

When units are created in Voyager a benefit type will be allocated to the unit. All units (Market and RGI) must have a **Benefit Type** identifier. There are four types of benefits in Voyager:

- **AFF** - Affordable (**Do not use this type**)
- **INTSUB** – Internal Subsidy
- **MKT** – Market
- **RGI** - RGI
- **RGIMSA** - RGI Max Shelter Allowance
- **RGITOMKT** – RGI Transitioning to Market Rent

When a unit becomes vacant, a housing provider will confirm that the unit benefit type is correct in the SVT table. There are instances when the provider will need to update the benefit type from Market to RGI (In-Situ) or RGI to Market to meet targeting numbers. If a benefit type of a unit is MKT, upon becoming vacant, the unit will be updated in RentCafe as "**Occupied not Available**". There is no RGI administration for market rent units, therefore they must be "**Excluded"** from Voyager. If the Market Rent Tenant moves out of the Unit, a Move-Out will still need to be performed.

In the situation where a unit is changing from RGI to Market Rent while the unit is vacant until it will be filled by a Market Rent Tenant, the SVT benefit type for the unit must be updated to RGITOMKT - RGI Transition to Market Rent. SVT benefit type RGITOMKT will ensure the vacancy does not get filled in RentCafe. Once the unit has been filled by a market rent tenant, the benefit type will need to be updated to MKT-Market and Excluded from Voyager.

For Market Rent units that are changing to RGI, the unit must be **Reinstated** in Voyager so the vacancy can be filled in RentCafe.

Refer to:

- How to Add/Update the SVT Record
- How to Exclude a Unit
- How to Reinstate an Excluded Unit
- How to Place a Unit on Notice
- How to Post a Move Out

Market Rent Increases for RGI/RGI-MSA Units

The Unit Rent Increase function will calculate a new rent for a unit by applying either a flat dollar amount or a percentage to the current unit rent. Because rent increases happen in the future, housing providers will need to schedule the rent increases prior to effective dates. This will ensure the units' market rent amounts are current.

Refer to: How to Perform a Unit Rent Increase

Excluding and Reinstating Excluded Units from Voyager

When a unit has a benefit type of Market, the unit must be excluded from Voyager's RGI active inventory. The unit is still visible in Voyager but there is no RGI administration, including filling it, if it is vacant. When a Market unit becomes an RGI unit, the unit must be **reinstated** so it appears in voyager's active RGI inventory.

Refer to:

- How to Exclude a Unit
- How to Reinstate an Excluded Unit

TORONTO

Unit Status in Voyager

In Voyager a unit has two types of statuses:

- unit status which is the current availability
- tenancy status which is the tenant's occupancy status

Unit Status and Description

The unit status is updated when the unit is excluded or when a move-in or move-out is posted.

Status	Unit Description
Excluded	Unit is not RGI (Market rent)
Occupied No Notice	Unit is occupied
Notice Unrented	Unit is placed on notice and is not rented
Vacant Unrented Not Ready	Unit is vacant not accepted. Maintenance not complete
Vacant Rented Not Ready	Unit is offered and accepted. Maintenance not complete

Tenancy Status and Description

The tenancy status is updated when a move-in is posted, unit is placed on Notice, or when the move-out process has been performed.

Status	Unit Description
Future	Unit has been populated with the tenant's information and move in dates. Move in has not been posted
Current	Move in has been posted and tenant is currently occupying the unit
Notice	Unit has been placed on notice
Past	Past tenant of a particular unit

Placing a Unit on Notice (Move-Out)

When a Notice to Vacate is received from a tenant, the unit can be placed on Notice based on the move out date from the Notice to Vacate. For all vacancies that will be filled through RentCafe, the vacancy must have a status of "Available for Offer – Ready for Review" or "Available for Offer" in RentCafe within 2 weeks of the Move-Out date. If the Unit requires more than 2 weeks to be made available due to unforeseen circumstances, create a Unit vacancy delay reason. Once the provider determines the occupancy date, the **Date Available** can be added to the unit.

Refer to:

- How to Place a Unit on Notice
- How to Post a Move Out
- How to Edit a Unit's Date Available

Once a Unit has been placed on **Notice** the vacancy will be displayed in RentCafe upon synchronization.

Adjusting and Cancelling Move-Outs

There are instances when tenants may need to change the move-out date or cancel their Notice to Vacate notice.

Once the housing provider has a new move-out date, the move out date will need to be updated.

If the tenant is cancelling their Notice to Vacate, the notice will need to be cancelled in voyager.

Refer to:

- How to Adjust Move-Out Date
- How to Cancel Notice
- How to Cancel a Move-Out

Unit Transfer for Non-Priority Internal Transfers

When a tenant has been identified as having a Non-Priority transfer and the housing provider has a unit for the household to move into, the housing provider will follow one of these 2 steps:

- If the tenants do not have an **eligible** application in RentCafe, follow the Unit Transfer process.
- If the Tenants have an **eligible** application in RentCafe follow the direct allocation process.

Refer to: Internal Unit Transfer

Appendix: System Steps

Initial Log in to YardiOne (One Time)

System Steps

1. Click on **Yardi One Dashboard** which will direct you to the login page.
   The City of Toronto logo will display with the username and password fields.
2. In the **Username** field, enter the email address provided on the Housing Administration System Access Form
3. Enter a temporary password into the password field and click **Submit**.
4. A pink message box will appear, click on the '**here**' hyperlink to set your password
5. Set your password screen displays with your username already populated, click S**ubmit**
6. You will receive an email from no-reply@yardione.com. Follow the instructions on how to 'set up your password'
7. Once you have entered your password, click on "**Set password"** and follow the on-screen prompts
8. The "Set password confirmation screen" displays. Click "**click here**" hyperlink to be redirected to the log in screen
9. Enter your username and password and click **login**
10. A "Multi-factor authentication required" message appears, click **ok**
11. Your user ID email is populated (greyed out) click **Submit**
12. Email One Time Password Registration screen displays
13. You will receive an email from no-reply@yardione.com with a code
14. Enter the code into the Email One Time Password Registration screen and click **verify**
15. The screen will display Completed and will direct you to the YardiOne dashboard

Process ends

TORONTO

Logging into YardiOne

1. Click **Yardi One Dashboard** to open YardiOne Dashboard
2. Enter your login credentials and click on **Submit**
3. Verification code field will appear, enter the code which has been sent directly to your email box. Enter the one-time code and check of **Remember this device for 7 days** box. Click on Submit
4. YardiOne Dashboard will display, click on the **applicable tile**

Process ends

TORONTO

How to Reset a Password

System Steps

1. Enter the URL: [Yardi Systems, Inc. - Yardi Voyager (yardipcf.com)] in your browser to open YardiOne

2. Click on **Forgot Password** from the login page under the username and password

3. Enter the email that you use to login to Voyager. There should be no extra spaces before or after

4. Click **Submit**

5. Login to your email

6. Open the email that you should have received from this address: YardiOne (no-reply@yardione.com). If you do not have the email, check all your folders including the Junk or Trash to see if your server sent the email to any folder other than your main inbox.

8. Click **Reset Password** link (a new page will open)

9. Type in your new password.

10.Type in your new password again

11.Click **Change Password** (a message will pop up saying Password Updated Successfully)

12.Select **Click Here to Login** link to proceed to login to Voyager with the new password Process ends

Process ends

How to Search for Resident by Tenant ID

This process begins at the Voyager landing page

1. Menu box left hand side of screen
2. Click **Tenant**>**Review Tenant**
3. If fields are populated, click **Clear**
4. Enter the Tenant ID in the **Residen**t field
5. Click **Submit**

Process ends

How to Search for a Tenant by Name

This process begins at the Voyager landing page

1. Menu box left hand side of screen
2. Click on **Tenant**>**Review Tenant**
3. If fields are populated click **Clear**
4. In **Resident** field enter Tenant last and/or first name. System will display all possible matches.
5. Click on Tenant name, **Resident** field will populate with selected record
6. Click **Submit**

Process ends

How to Search for a Tenant by Property and Unit

This process begins at the Voyager landing page

1. Menu box left hand side of screen
2. Click on **Tenant**>**Review Tenant**
3. If fields are populated click **Clear**
4. In **Property Field** enter the property address. From the drop down click on the property address
5. In **Unit Field** enter the unit number. From drop down click on correct unit number
6. Click **Submit**
7. **Tenant** screen will be displayed

Process ends

How to Search for a Unit

This process begins at the Voyager landing page

1. Menu box left hand side of screen
2. Click on Unit>**Review Unit**
3. If fields are populated, Click **Clear**
4. In the **Unit** field enter the unit number. System will display all possible matches.
5. Click on correct unit.
6. Click **Submit**

Process ends

How to Complete a Move-in Certificate

This process begins from tenant screen

System Steps

1. Click **RGI Tab**
2. Under the Move In certificate, click the heading **View/Edit,** click on **Edit**
3. Under the RGI summary tab:
   a. Review and update the **Effective Date** to reflect the day the subsidy commences
   b. **Next Annual Review –** If the Effective date is not the first day of the month (mid-month move in) update **Next Annual Review** to reflect when the next annual review date will be performed on
4. Click on **Family Member** Tab
   a. Edit/Add Family Members (see: How to Add/Update a Family Member)
5. Click the **Income** tab
   a. Add Income Records (see: How to Add/Update an Income Record)
6. Click on **Asset** Tab
   a. Create Asset records for each family member (see: How to Create an Asset Record or How to Update an Asset Record)
7. Click on **Validation** Tab and correct all errors as listed
8. Return to the **RGI summary**. If all information is correct, check off **Complete** box
9. **Date Completed** will auto populate.
10. Click **Save**
11. Click **Close**
12. Click the **Functions** tab, click **Move In**
    a. Click on **Post (see: How to post Move In)**
    b. Tenancy Status will now reflect Current (C)

Process ends

How to Perform an Annual/Interim Review

This process begins from the Tenant screen

System Steps

1. Click **RGI Tab**
2. Under the most recent **Cert Type** click either the **Annual or Interim Review** button to reflect the certificate that is required
3. Pop Up window will appear. Click **OK** to proceed
4. **RGI** screen displays
    - **a.** For AR – Update **Effective Date** if applicable
    - **b.** For IR - Enter IR **Effective Date** and click on **Save**
5. Update the **Family Member** tab
    - a. See: How to add/update Family Members and/or How to delete a Family Member
6. Update the **Income** tab
    - a. See: How to add/update an Income record and/or How to delete an Income Record
7. Update the **Asset** tab
    - a. See: How to add/update an Asset record and/or How to delete an Asset Record
8. Click on **Validation Tab** and correct all errors as listed
9. Return to the **RGI Summary,** If all information is correct, check off **Complete** box.
10. Date Completed will auto populate.
11. Click **Save**
12. Click **Close**
13. If required, create/update the **Additional Household Info** (see: how to populate/update the additional household info)
14. If required, create/update the **Provider LOE Details** (see: How to populate Provider LOE Details)

Process ends

How to Create the Initial Certificate for Existing Tenants

Note: The system steps below only apply to existing tenants that need an IR or AR certificate to be initiated.

This process begins from the Tenant screen

System Steps

1. Click **RGI Tab**
2. Click on **Page Button**.
3. Add RGI Certification window will appear
4. **Effective Date** – Click on the **Calendar** and select the date that the certificate takes effect
5. **Cert Type** – Select the certification type from the drop down
   a. **AR** - Annual Review
   b. **IR** - Interim Review
   c. Do not use MI or MO
6. Click **Next**
7. RGI screen will appear**,** proceed with completing the applicable certificate (see: How to Complete an Annual/Interim Review)

Process ends

How to Add or Update a New Household Member

This process begins from the tenant screen

System Steps

1. Click **RGI Tab**
2. Click **Edit** on the most recent RGI certificate
3. If the Certificate Status is **View,** it must be changed to **Edit** to allow the change (see: How to Correct a Certificate)
4. Click the **Family Members** tab

Adding a Household Member

a. Click **Page** Icon. The **Add New Member** page will appear. Enter:
   1. **Member Type –** Select the appropriate description using the drop down arrow
   2. **Last Name** – Enter the Last Name of member
   3. **First Name/MI** – Enter the First Name and the Middle Initial of the member if applicable
   4. **Gender** – Select the appropriate description using the drop down arrow
   5. **Birth Date** – Click the Calendar and select the Household member's birthday or enter manually using MM/DD/YYYY format
   6. **Relationship** – Select the appropriate description using the drop down arrow
   7. **Senior** – Select **Yes** using the drop down arrow if family member is over 59 years of age
   8. **Citizenship** - Select the appropriate description using the drop down arrow
   9. **Family group –** Select the appropriate description using the drop down arrow
   10. **Rent Profile** – Select the appropriate rent calculation description using the drop down arrow

b. Click **Save**

Editing a Household Member

a. Click **Edit** for the applicable family member. **Edit Family Member** screen will appear.
b. Update fields as required
c. Click **Save**

Process ends

How to Delete a Household Member

Note: A Head of Household cannot be deleted. To delete a Head of Household, you must assign the Head of Household to another household member, swap the Head of Household then delete (see: How to swap a Head of Household)

This process begins from the tenant screen

System Steps

1. Click **RGI Tab**
2. Click **Edit** on the most recent RGI certificate
3. If the Certificate Status is **View** it must be changed to **edit** to allow the change (see: How to Correct a Certificate)
4. Click the **Family Members** tab
5. Click **Delete** on the Household member to be deleted
6. A pop-up will appear to confirm deletion.
7. Click **Ok** to delete
8. Record will be removed from Family Member Tab

Process ends

How to Add/Update an Additional Household Info Record

This process begins from the tenant screen

System Steps

1. Click on **Data** tab
2. Click on **Additional Household Info**. The Additional Household Info table will appear
3. Enter or update:

   RGI-MSA

   a. **Rent Profile – Max Shelter –** Select if a Household Member has a rent profile that is under RGI-MSA

   Market Rent Due to Income

   a. **24-Mth Mrkt Rent Start Date** – Click the **Calendar** and select the date that the Household will begin Market Rent payments

   Over housed

   a. **Over housed –** Select if the Household is Over housed by using the drop down arrow
   b. **Over housed Date –** Click the **Calendar** and select the date that the Household became Over housed
   c. **Eligible Bed Size –** Select the Unit size that the Household is eligible for using the drop down arrow
   d. **Applicant Pcode –** Enter the Applicant Pcode given to the Household from RentCafe

   Other

   a. **Provider Tenant ID** – Enter the Household's ID from the system the Household was previously located in
4. Click **Save**

Process ends

How to Add or Update an Income Record

This process begins at the tenant screen

System Steps

1. Click the **RGI** tab
2. Click **Edit** under the most applicable certificate
3. If the Certificate Status is **View** (see: How to perform a Correction Review)
4. Click on **Income** tab

If adding a new Income Record

5. Click the **White Page icon**
6. Enter
   a. **Member –** Use the drop down list and select the Household Member the Income Record will apply to
   b. **Income Type Code** – Click the **Hyperlink**. A list of Income Type Codes will appear. Select the Income Type that applies to the Household Member
   c. **Payment Frequency** – Use the drop down list and select the how often the Household Member receives payment by their Income Type
   d. **Income per Pay Period –** The amount the Household Member receives per Payment
   e. **Earned Inc Allowance –** If the Household Member has a earned Income Type code, use the drop down and select if the Household Member receives a Family and Single Income Allowance
7. Click **Save**

If updating an existing Income Record

5. Click **Edit** on the respective member's name
6. Enter updated information
7. Click **Save**

Process ends

TORONTO

How to Delete an Income Record

This process begins at the tenant screen

System Steps

1. Click the **RGI** tab
2. Click **Edit** under the most applicable certificate
3. If the Certificate Status is **View** (see: How to perform a Correction Review)
4. Click on **Income** tab
5. Click **Delete** on the respective member's name
6. A pop-up will appear to confirm deletion
7. Click **Ok** to delete
8. Record will be removed from **Income** Tab

Process ends

How to Add or Update an Asset Record

This process begins at the RGI certificate screen

System Steps

1. Click the **Asset** tab

If adding an Asset Record

a. Click on **Page** Icon. The **Add New Asset Record** page will appear
b. Enter:
   i. **Member –** Select the member the asset information will pertain to (Asset records must be made for all household members over the age of 16)
   ii. **Description** – A summary of the asset
   iii. **Asset type –** Select “52-Non-income”
   iv. **Market Value** – The monetary worth of the asset
   v. **Annual Rate %** - Leave as “0.00”
   vi. **Income/Month** – Leave as “0.00”
   vii. **Transfer Date** – Do not enter any value
c. Click **Save**

If updating an existing Asset Record

a. Click **Edit** on the respective asset
b. Enter updated information
c. Click **Save**

Process ends

How to Delete an Asset Record

This process begins at the RGI certificate screen

System Steps

1. Click the **RGI** tab
2. Click Asset tab
3. Click **Delete** on the asset to be deleted. A pop up will appear
4. Click **Ok** to delete

Process ends

How to Add Non-RGI Charges

This process begins at the RGI certificate screen

System Steps

1. Under the Charge Code and Other Charges section of the RGI Summary screen, enter:
    a. **Rent Charge Code** – Leave blank
    b. **1st Other Charge Code –** Click the **hyperlink** and select the applicable charge code
    c. **Amount of 1st Charge –** Enter the amount associated with the first charge code
    d. **2nd Other Charge Code –** Click the **hyperlink** and select the applicable charge code
    e. **Amount of 2nd Charge** – Enter the amount associated with the second charge code
    f. **3rd Other Charge Code** – Click the **hyperlink** and select the applicable charge code
    g. **Amount of 3rd Charge** – Enter the amount associated with the third charge code
    h. **4th Other Charge Code –** Click the **hyperlink** and select the applicable charge code
    i. **Amount of 4th Charge –** Enter the amount associated with the fourth charge code
    j. **5th Other Charge Code –** Click the **hyperlink** and select the applicable charge code
    k. **Amount of 5th Charge –** Enter the amount associated with the fifth charge code
    l. Click **Save**

Process ends

TORONTO

How to Perform an Override in an RGI Certificate

This process begins at the RGI certificate screen

System Steps

1. From **the RGI Summary** Screen, check off the applicable **Override box** and populate fields as follows:
    a. **Tenant Rent** – Enter the amount of rent the tenant is responsible to pay. Tenant Rent override is to be used with an IR certificate when a tenant does not qualify for a rent reduction (refer to RGI Manual for regulations regarding rent reductions). Enter Override notes
    b. **Utility Allowance** – Enter the amount of the utility allowance and/or program allowances the tenant is eligible for. Utility Allowance override is to be used for tenants who are under the RGI-MSA program only. Tenant rent will be reduced by total amount of allowance. Enter Override notes
2. Click **Save**

Process ends

How to Download the RGI Review

This process begins at the tenant screen

System Steps

1. Click **RGI Tab**
2. Click **View/Edit** on the certificate the RGI Review is relevant to
3. Click **Reports**
4. Click **RGI Review**
5. RGI Review will appear
6. From Icon on Ribbon using the drop down, click on **Program** to download the document (Word, PDF, Word)
7. RGI Review will be downloaded to the chosen program

Process ends

TORONTO

How to Add or Update a Certificate Memo

This process begins at the tenant screen

System Steps

1. Click the **RGI** tab
2. Click **Edit/View** on the certificate that the memo will be added to
3. Click on **Other Data** tab
4. Click on **Memo**. Memo window will appear

When adding a new Certificate Memo

5. Enter:
   a. **Date field** will be auto populated based on date the Memo was created using the Calendar, choose the date. If you are creating Memo for Notice of Decision Types, enter the date in which the Notice of Decision was issued to household.
   b. **Time field** will be auto populated based on the time the Memo was initiated, using the Clock icon update the hour/minute if applicable
   c. **Type,** using the drop down, choose applicable **Memo** type
      i. **Rent Calculation Review Request –** When tenant requests a review of a Notice of Decision rent calculation
      ii. **Incomplete Package –** When an Annual Review is overdue because it wasn't received, or documents are missing
      iii. **AR/IR NOD Issued** – When the Notice of Decision for rent calculation has been issued
      iv. **NOD-Over housed Issued** – When the Notice of Decision –Over housed has been issued
   d. **Status** – Progress of the Memo
   e. **Result** – **To be used with Rent Calculation Review Request ONLY**. Using the drop down choose applicable result
   f. **Agents** – blank
   g. **Notes** – Add additional information pertaining to the Memo Type. For Memo Type Incomplete Package, state why Annual Review is overdue
   h. Annual Review was not submitted or
   i. Annual Review was submitted but supporting documents are missing
6. Click **Save**. Memo will appear at the top of page

When updating an existing Certificate Memo

5. Click on the **Memo to be updated** at the top of the window
6. Update relevant fields
7. Click **Save**

Process ends

How to Complete an RGI Certificate

Note: If the Complete box is not checked off, a certificate will be considered incomplete and have a View status. Once the complete box is checked off, it will be considered completed and be updated from View to Edit.

This process begins from the Tenant screen

System Steps

1. Click **RGI Tab**
2. Click on **Edit** of the certificate to be completed
3. Check off the **Complete** box. Date Completed will automatically populate
4. Click **Save**

Process ends

TORONTO

How to Re-Open a Certificate

This process begins at the Tenant screen

System Steps

1. Click the **RGI** tab
2. Click **View** under the certificate that needs to be re-opened
3. Click the **Functions** tab
4. Click **Re-open**
5. Make all required changes
6. Click **Complete** in the RGI Summary screen
7. Click **Save**

Process ends

How to Upload an Attachment to a Tenant Record

This process begins at the tenant screen

System Steps

1. Click on **Data** tab
2. Click on **Attachments**. Attachments window will appear
3. Click **Upload**. A file search window will appear
4. After finding the document to be uploaded click **Save**
5. Using the drop down, select a type for the attachment
6. Description boxes can be edited by clicking on the description
7. Click **Save**

Process ends

How to Add or Update a Tenant Memo

This process begins at the tenant screen

System Steps

1. Click on **Data** tab
2. Click on **Memo**. Memo window will appear

When adding a Tenant Memo

a. **Date field** will be auto populated based on date the Memo was created using the Calendar, choose the date. If you are creating Memo for Notice of Decision Types, enter the date in which the Notice of Decision was issued to household.
b. **Time field** will be auto populated based on the time the Memo was initiated, using the Clock icon update the hour/minute if applicable
c. **Type** – using the drop down, choose applicable **Memo** type
   i. **Cancel Move-In** – For additional notes on why a Tenant has a cancelled Move-In
   ii. If left blank, general notes pertaining to the Tenant can be entered
d. **Status** – Progress of the Memo
e. **Result** – **To be used with the Cancel Move-In type ONLY**. Using the drop down choose applicable result
   i. **Applicant Ineligible** – Include notes on why a Applicant was found ineligible for the Move-In
   ii. **Applicant Request** – Include notes on why the Applicant requested to cancel the Move-In
   iii. **Unit Not Ready** – Include notes on why the Unit was not ready for occupancy and the Move-In needed to be cancelled
   iv. **Other** – Include notes on why a Move-In was cancelled that does apply in the other result listed
f. **Agents** – blank
g. **Notes** – Add additional information pertaining to the Memo Type. For Memo Type Cancel Move-In, state the reason.
h. Click **Save**. Memo will appear at the top of page

When updating an existing Tenant Memo

3. Click on the **Memo to be updated** at the top of the window
4. Update relevant fields
5. Click **Save**

Process ends

TORONTO

How to Post a Move-In

Note: To post a Move-In, the Move-In process must be completed (see: Completing a Move-In)

This process begins at the tenant screen

System Steps

1. Click the **Functions** tab, click **Move In**
2. Click **Post**
3. Tenancy Status will now reflect as Current (C)

Process ends

How to Adjust a Move-In Date

Note: Adjusting a Move-In Date can only occur if the tenant has a Future (F) status

This process begins at the tenant screen

System Steps

1. Click the **Functions** tab
2. Click **Adjust Move-In Dates**
3. Under Lease Dates update:
    a. **Move-In** – Click the **calendar** and select the new Move In date
    b. **Lease From** – Click the **calendar** and select the new Lease From date
    c. **Term** – Select the term length (in months)
    d. **Lease To** – Automatically calculates from the Lease From date in addition to the Term length
4. Click **Save**

Process ends

TORONTO

How to Adjust an RGI Effective Date

This process starts at the tenant screen

System Steps

1. Click the **RGI** tab
2. Click **Edit** of the most recent certificate
3. If the Certificate Status is **View** it must be changed **to Edit** to all the update (see: How to perform a Correction Review)
4. Update the **Effective Date**
5. Update the **Next Annual Review** to the first day of the month following the Effective Date
6. Check off **Completed** box
7. **Date Completed** will auto populate
8. Click Save

Process ends

TORONTO

How to Cancel a Move-In

Note: Cancelling a Move-In can only occur if the Move In date has not passed

This process begins at the tenant screen

System Steps

1. Click on **Functions** tab Click **Cancel Move-In**
2. Enter:
    a. **Property** – Automatically populates to the current property
    b. **Unit** – Automatically populates to the current unit
    c. **Tenant** – Automatically populates to the current tenant
    d. **Cancel Date** – Automatically populates to the current date. If the cancel date is a different date, click the **calendar** and select the new Cancel date
    e. **Reason** – Using the drop down, select the circumstance as to why the tenant has chosen to not Move In
        i. Cancel Move-Ins are to be accompanied by Tenant Memo to provide details on why the Move-In was cancelled (see: How to Add or Update a Tenant Memo)
    f. **Agent** – Leave as "NA"
3. Click **Save**

Process ends

How to Place a Unit on Notice

Note: To post a Move Out, the tenant must have a Current (C) Tenancy Status (see: Completing a Move In)

This process begins at the tenant screen

System Steps

1. Click the **Functions** tab
2. Click **Notice**
3. Enter:
   a. **Termination Type** – Under what circumstance is the notice being given
   b. **Notice Date** – Click on the **calendar** and select the date the notice was provided either to the tenant or landlord
   c. **Move Out Date –** Click on the **calendar** and select the date that the tenant will Move Out
   d. **Reason for Move Out** – Provide the reasoning behind the Move Out
   e. **Post Early Termination Fee –** Leave unchecked
4. Click **Save**
5. Tenancy Status will now reflect as Notice (N)

Process ends

How to Cancel Notice

Notes: Cancelling Notice can only be performed for a tenant that has been placed on Notice

This process begins at the tenant screen

System Steps

1. Click the **Functions** tab
2. Click **Cancel Notice**
3. Tenancy Status will reflect a Current (C)

Process ends

How to Post a Move-Out

Note: To post a Move-Out, the Unit must be placed on Notice (see: Placing a Unit on Notice)

This process begins at the tenant screen

System Steps

1. Click the **Functions** tab, click **Move Out**
2. A “Move Out has been Posted” message will appear
3. Tenancy Status will now reflect as Past (P)

Process ends

How to Cancel a Move-Out

Notes: Cancelling a Move-Out can only be performed for a tenant that has been placed on Notice

This process begins at the tenant screen

System Steps

1. Click the **Functions** tab
2. Click **Cancel Move Out**
3. Tenancy Status will reflect a Cancelled (CN)

Process ends

How to Edit a Unit Date Available

This process begins at the unit screen

System Steps

1. Click **Edit**
2. Under Occupancy tab, edit:
    a. **Date Available** – Click the **Calendar** and select the date the unit will be available to be rented again
3. Click **Save**

Process ends

How to Add or Update the SVT Record

This process begins at the unit screen

System Steps

1. Click **Functions**
2. Click **SVT Unit Data**. The Subsidy & Vacancy Tracking History page will appear

If adding an SVT record

3. Click the **Paper** icon. The Detail page will appear
4. Enter:
    a. **SVT Program** – Click the **SVT Program** hyperlink. A list of SVT program codes will appear. Select the appropriate SVT code
    b. Click **Ok**
    c. **Start/End Date** – Click on the **calendar** and select:
        i. The start date if the tenant is changing to a different benefit type
        ii. The end date if the tenant is no longer eligible for a benefit type
    d. Click **Save**

If updating an SVT record

5. Click the **Edit** icon. The Detail page will appear
6. Update:
    a. **SVT Program –** Click the **SVT Program** hyperlink. A list of SVT program codes will appear. Select the appropriate SVT code
    b. Click **Ok**
    c. **Start/End Date** – Click on the **calendar** and select:
        i. The start date if the tenant is changing to a different benefit type
        ii. The end date if the tenant is no longer eligible for a benefit type
    d. Click **Save**

[Process ends]

How to Perform a Unit Rent Increase

This process begins at the Voyager landing page

System Steps

1. Menu box left hand side of screen, click **Unit Rent Increase>Unit Rent Increase Function**
2. Enter:
    a. **Property** – Click the **Property** Hyperlink. A list of Properties will appear, select all of the Properties that will receive an increase
    b. **Unit** – Click the **Unit** Hyperlink. A list of Units will appear, select all of the units that will receive an increase. Leaving this field blank will apply the increase to all Units in the Property(s) selected. Do not populate this field if the bedroom field is populated
    c. **Bedroom –** Using the drop down, select the bedroom size that will receive the increase. Leaving this field blank will apply the increase to all bedroom sizes in the Property(s) selected. Do not populate this field if the Unit field is populated
    d. **Amount** – Enter as a percentage of rent amount (2.5 entered represents 2.5%) or a flat dollar amount (10 entered represents $10) that will be added to the current Unit Rent amount
    e. **Type** – The type of increase that will be used (% of Rent or Flat $ Amt)
    f. **Effective Date** – Click the **Calendar** and select the date the Unit Rent increase will take effect
    g. **Rounding** – Using the drop down, select Down
    h. **Report Only** – Using the drop down, select the relevant option. Selecting “Yes” and click **Submit** will produce a report of the changes to be made. Selecting “No” will proceed with the Unit Rent increases
    i. **Destination** – Leave as is
3. Click **Submit**

[Process ends]

How to Exclude a Unit

This process begins at the unit screen

System Steps

1. Click **Edit**
2. Check **Exclude** Box. Box will be unchecked
3. Click **Save**

Process ends

How to Reinstate a Unit

This process begins at the unit screen

System Steps

1. Click **Edit**
2. Uncheck **Exclude** Box.
3. Click **Save**

Process ends

TORONTO

How to Adjust a Move-Out Date

This process begins at the tenant screen

System Steps

1. Click the **Functions** tab
2. Click **Adjust Move Out Dates**
3. Enter:
    a. Move Out Date – When the new Move Out date is
    b. Reason for Move Out – Circumstances behind the Move Out
    c. Post Early Terminate Fee – Leave unchecked
4. Click **Save**

Process ends

How to Add or Update a Unit Memo

This process begins at the Unit screen

System Steps

1. Click on **Functions** tab
2. Click on **Memo**. Memo window will appear

When adding a Unit Memo

3. Enter:
    a. **Date field** will be auto populated based on date the Memo was created using the Calendar, choose the date. If you are creating Memo for Notice of Decision Types, enter the date in which the Notice of Decision was issued to household.
    b. **Time field** will be auto populated based on the time the Memo was initiated, using the Clock icon update the hour/minute if applicable
    c. **Type –** Select **Occupancy Delay Reason**
    d. **Status** – Progress of the Memo
    e. **Result** – Using the drop down, select the reason why the Unit will not be ready for occupancy for a abnormal amount of time
    f. **Agents** – blank
    g. **Notes** – Add additional information pertaining to the Memo Type.
4. Click **Save**. Memo will appear at the top of page

When updating an existing Unit Memo

3. Click on the **Memo to be updated** at the top of the window
4. Update relevant fields
5. Click **Save**

Process ends

TORONTO

How to Swap a Head of Household

This process begins at the tenant screen

System Steps

1. Click the **RGI** tab
2. Click **Edit** under the most recent certificate.
3. If the Certificate Status is **View** it must be change to **Edit** to allow the change (see: How to perform a Correction Review)
4. Click the **Family Members** tab
5. Identify which family member will be the new Head of Household, Click **Swap HOH.** The New HOH information page will appear
6. Update the relationship(s) that the original Head of Household has with family members
7. Click **Save**

Process ends

TORONTO

How to Log a Notice of Decision – Loss of Eligibility

This process begins at the tenant screen

System Steps

1. Click the Data tab
2. Click **Provider LOE Details. Provider LOE Detail** table will appear
3. Enter:
    a. **LOE Primary Reason –** Using the drop down arrow, select the primary reason for serving the LOE
    b. **LOE Secondary Reason**- If applicable, using the drop down arrow, select the secondary reason for serving the LOE
    c. **LOE Tertiary Reason**- If applicable, using the drop down arrow, select the secondary reason for serving the LOE
    d. **LOE Issue Date –** Click on the **Calendar** and select the date the LOE will be issued to tenant
    e. **LOE Effective Date –** Click on the **Calendar** and select the date the LOE is to be take effect
    f. **RFR Deadline** – Click on the **Calendar** and select the deadline date the Tenant can submit a Request for Review of the LOE
    g. **LOE Status –** Using the drop down, select the progress of the LOE
    h. **LOE Notice of Decision –** Using the drop down arrow, select the attachment that is the LOE Notice of Decision (see: How to Upload an Attachment)
    i. **LOE Certificate of Service** - Using the drop down arrow, select the attachment that is the LOE Certificate of Service (see: How to Upload an Attachment)
4. Click **Save**

Process ends

TORONTO

How to Log an NOD-LOE Request for Review

Note: A NOD-LOE Request for Review can only be done if a Notice of Decision – Loss of Eligibility has been logged (see: How to Log a Notice of Decision – Loss of Eligibility)

This process begins at the tenant screen

System Steps

1. Click the **Data tab**
2. Click **Provider LOE Details. Provider LOE Detail** table will appear
3. Enter:
    a. **RFR Requested** – Using the drop-down arrow, select if a Request for Review has been requested by the Tenant
    b. **RFR Request Date** – Click the **Calendar** and select the date that the tenant had submitted the Request for Review
    c. **RFR Decision Date** – Click the **Calendar** and select the date the Request for Review Decision was made
    d. **RFR Decision** – Using the drop-down arrow, select the Request for Review's Decision
4. Click **Save**

Process ends

How to Perform a Unit Transfer

Note: Performing a Unit Transfer with a Tenant without any certificate done will result in an error.

This process begins at the tenant screen

System Steps

1. Click the **Functions** tab
2. Click **Unit Transfer**
3. Enter:
    a. **To Property –** Click the **Hyperlink** to bring up a list of Properties, check off the applicable Property address the Household is moving into and click **OK**
    b. To Property field will be populated
    c. **To Unit** - Click the **Hyperlink** to bring up a list of available Units in the Property that was checked, check off Unit Household is moving into and click **OK**
    d. The Unit field will be populated
    e. **Notice of Transfer Date –** Click the **Calendar** and select the date the Household was given notice of the transfer
4. Click **Submit**
5. **Intended Move Out Date** field, using calendar, enter date Household will be vacating their current unit
6. **Transfer Reason,** using drop down click on applicable transfer reason
7. Click **Finish**
8. Click **Post Transfer**

[Process ends]

TORONTO

Task	System Steps	Process Guide
Searching for a Tenant Record	• How to search for a tenant by Property and Unit • How to search for a tenant by Name • How to search for Resident by Tenant ID	Section 1 – RGI Administration
Certificates - Move In (MI) - Annual Review (AR) - Interim Review (IR)	• How to Perform MI Certificate • How to Perform an AR/IR Certificate • How to Add/Update a Household Member • How to Delete a Household Member • How to Add/Update an Income Record • How to Delete an Income Record • How to Add/Update an Asset Record • How to Delete an Asset Record • How to add Non-RGI Charges • How to Perform an Override in an RGI Certificate • How to Complete an RGI Certificate • How to complete Additional Household Info • How to Upload an Attachment • How to Post a Move In	Section 1 – RGI Administration
Changes to Move In date	• How to Adjust a Move In Date • How to change the RGI effective date • How to Cancel a Move In	Section 1 – RGI Administration
Overdue Annual Reviews	• How to create/update a certificate memo	Section 1 – RGI Administration
Certificate Memos	• How to Add/Update a Certificate Memo	Section 1 – RGI Administration
Request for Rent Calculation Review	• How to Add/Update a Certificate Memo	Section 1 – RGI Administration
Correcting Certificates	• How to use Correction Review function	Section 1 – RGI Administration
Notice of Decision – Loss of Eligibility	• How to Create a Notice of Decision – Loss of Eligibility	Section 1 – RGI Administration

Request for Review (NOD-LOE)	• How to Create to Request for a Rent Review	Section 1 – RGI Administration
Subsidy & Vacancy Tracking History (SVT)	• How to Add/Update the SVT Record	Section 2 – Vacancy Management
Unit Rent Increases	• How to Increase Unit Rent Amount	Section 2 – Vacancy Management
Excluding and Reinstating Excluded Units	• How to Exclude a Unit • How to Reinstate an Excluded Unit	Section 2 – Vacancy Management
Placing Unit on Notice (Move Out)	• How to Place a Unit on Notice • How to Post a Move Out • How to Edit a Unit's Date Available	Section 2 – Vacancy Management
Adjusting and Cancelling Move Outs	• How to Adjust Move-Out Date • How to Cancel Notice • How to Cancel a Move-Out	Section 2 – Vacancy Management
Unit Memo	• How to Create a Unit Memo	Section 2 – Vacancy Management
Unit Transfer for Non-Priority Internal Transfers	• How To Perform a Unit Transfer	Section 2 – Vacancy Management