RentCafe Vacancy Management Process Guide

April 2026

Access to Housing

Housing Secretariat, City of Toronto

176 Elm Street,

Toronto, ON M5T 3M4

Contents

Introduction

The **RentCafe Vacancy Management Process Guide** provides instructions, which housing providers must follow when administering a Rent-Geared-to-Income (RGI) vacancy through RentCafe. This guide provides housing providers within the City of Toronto with direction and step-by-step processes on how to perform tasks in RentCafe for the purposes of introducing, improving, or refreshing knowledge of RGI vacancy management.

The guide enables housing providers to:

- understand their roles and responsibilities as a social housing provider managing RGI vacancies through RentCafe
- fill an RGI vacancy through choice-based or direct allocation methods
- complete the offer process through RentCafe

For RGI policy and/or RGI administration rules and procedures, housing providers must always reference the current version of the online RGI Administration Manual and City Guidelines.

Key Terms

Term	Description
Access to Housing	The City's Access to Housing team provides support and services for RGI housing, online and in-person, at the Access to Housing Resource Centre. Access to Housing is responsible for: assessing eligibility of applicants applying for RGI managing and maintaining the Centralized Waiting List (CWL) supporting housing providers who use the CWL to fill vacancies verifying arrears in the Province-Wide Arrears Database monitoring the offer process in RentCafe monitoring and addressing housing provider compliance with vacancy management requirements
MyAccesstoHousingTO (MATHTO)	MATHTO is the City of Toronto's online application tool for households applying for and managing their application for RGI housing. Applicants use MATHTO to interact with Access to Housing. Applicants can: submit all required documentation update and view the status of their application receive notifications participate in the choice-based housing offer process once they are invited
Centralized Waiting List	The *Housing Services Act, 2011* (HSA), requires that service managers, such as the City of Toronto, have and maintain one CWL for RGI housing. Housing providers who receive subsidies from the City of Toronto to fund RGI assistance must select applicants for all RGI subsidies from the CWL. Households on the CWL are ranked by the date the household was made eligible for RGI unless they are part of a provincially legislated Special Priority Program (SPP). SPP applicants are ranked above all other households on RGI waiting lists. Other priorities on the CWL fall under the City's local access priorities. **For more details on priorities, see the** RGI Administration Manual & City Guidelines

RentCafe	RentCafe is the City of Toronto’s online portal for housing providers to administer the RGI subsidy program. Housing providers use RentCafe to post RGI vacancies, make housing offers and fill RGI vacancies or allocate RGI subsidies.

Housing providers use RentCafe to:

- manage their RGI unit inventory
- post and manage vacancies
- fill RGI vacancies and allocate RGI subsidies
- search for tenants who may have an application on the CWL
- update file information and upload documents
- create a new application for an over-housed tenant
- create service tickets
- access reports

Getting Started in RentCafe

Social Housing Dashboard

The default landing page in RentCafe will always be the Social Housing Dashboard. Through the tiles and tabs on the Social Housing dashboard, users can view the following:

Information	Description
Applications Filter tile	Search for an application in RentCafe
My Outstanding Offers-User Made Offer tile	Generate a list of all vacancies which are “on offer”
Choice-Based Units for Review tile	Generate a list of vacancies that need to be reviewed by the housing provider
Company Configuration tab	Access the “Review Units” screen where they can manage RGI unit inventory and vacancies
Reports tab	Run reports

Household Applications on the CWL in RentCafe

Searching for an Applicant File

Any applicant being offered an RGI vacancy or an RGI subsidy will need to have an eligible application in RentCafe.

Housing providers can search for applicant to:

- Update a file
- View a file
- Create a file (for over-housed applicants only)

An application can be searched using the following fields:

- Applicant Code
- Last name
- First name
- Date of birth

Any of the combinations above will produce a list of applicants that match the search fields entered.

There are multiple reasons why results may not be found by an applicant search:

- No application
- Status is not 'eligible'
- The building complex has not been added to the applicant's eligible file

Reviewing an Applicant File

Applicant information that is available in RentCafe and useful to housing providers includes:

Information	Description
Contact information	Contact applicants to make an offer
Status	Confirm a household's application status, including application date, priority status, and minimum/maximum number of bedrooms
Household Members	Review all household members listed on an application

Income	Review the household's income
Documents	Review the household's status in Canada documents and Notice of Assessment, and upload any necessary documents
Notes	Review and add notes
Arrears	Check an applicant file for any former tenant debts owed from a former tenancy to a social housing provider in Ontario (Mandatory)

Refer to:

- How to Search for an Applicant File
- How to Review an Applicant File
- How to Upload a Document to an Applicant File
- How to Add a Note to an Applicable File

Maintaining Units in RentCafe

A housing provider's unit inventory can consist of RGI units and market rent units. Only RGI units and subsidies will be managed in RentCafe.

Most RGI units already exist in RentCafe. However, there could be instances where a unit needs to be added to an existing property, for example, if a tenant in a market rent unit is offered an RGI subsidy, then the unit will become an RGI unit. This is not likely to be listed in the unit inventory and will therefore need to be added to the existing properties in RentCafe.

Users are responsible for the accuracy of the information they are entering into RentCafe.

Searching for a Property and Unit

Providers can search for a property and unit in RentCafe to:

- determine if the unit already exists in the system
- add a unit
- update the status if the unit's status has changed
- change a modified unit flag if the modification setting is incorrect Refer to: How to Search for a Property and Unit

Adding a Unit in RentCafe to an Existing Property

If a housing provider finds that a unit is missing from an existing property, they can add that unit. Please search for the unit before adding to avoid duplication.

To add a unit to RentCafe, the following information is required:

- address

- unit number
- number of bedrooms
- available date
- if it is a wheelchair modified unit Refer to: How to Add a Unit

Confirming if a Modified Unit Flag Is Correct

If a housing provider finds that a unit already exists within a property, they must confirm if the unit has been identified correctly as modified or non-modified. The modified flag controls which applicants are eligible for this unit type.

Refer to: How to Change a Modified Unit Flag

Unit Status in RentCafe

Every unit in RentCafe must have a unit status that is reflective of its current availability.

Status	Unit Description
Available for Offer	Available and ready to be offered
Occupied	Occupied by an RGI tenant or tenants
Vacant not Available	Vacant but not currently rentable, for example, the unit requires extensive repairs and an estimated move-in date cannot be determined
Rented not Available	Former RGI unit that has become a market rent unit or is no longer part of the RGI portfolio, for example, the RGI tenant is now paying market rent
Not Set Up	Default setting for any units that have not been changed to one of the four above statuses within RentCafe

Refer to: How to Change a Unit Status

Allocating an RGI Vacancy or Subsidy

Targeting Plan

Before a housing provider can proceed with a specific allocation method, 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 Housing Services Act-prescribed social housing buildings for:

- RGI households
- special needs (modified units and/or support services) households, if any

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 housing provider must fill the next vacant unit with an RGI household.

Housing providers must check their targeting plan every time they:

- have a vacancy
- want to offer RGI to one of their current market households (in-situ)

> Housing providers filling a market rent unit do not process it through RentCafe.

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-based. 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 proceeding to RentCafe.

Direct Allocation

Direct allocation is when a housing provider allocates an RGI vacancy or subsidy to a specific applicant on the waiting list that has been approved for that direct allocation method. The housing provider matches the approved applicant to the RGI vacancy or subsidy in RentCafe to complete the offer process.

Direct allocation methods include:

1. **Internal transfer lists** – Filling the vacancy with a current RGI tenant needing to move to another RGI unit. Internal transfer prioritization goes to households with an SPP or over-housed designation. (RGI Vacancy)
2. **The market rent to RGI (In-situ process)** – Offering a market rent tenant an RGI subsidy in their current unit (RGI Subsidy)
3. **A referral agreement** – Filling a vacancy through a referral-based program and referral agency. (RGI Vacancy)

For more details, see Direct Allocation.

Choice-Based

With the choice-based housing offer process, housing providers advertise their RGI vacancies, every two weeks, in what is called a choice-based cycle. Vacancy information will be advertised online through RentCafe. Applicants that are eligible for the RGI program and have been invited to participate in choice-based can express interest in the vacancies advertised by housing providers. The applicant who expresses interest and is the top ranked applicant in that cycle, will be contacted to receive a housing offer.

For more details, see Choice-Based Allocation.

Allocating an RGI Vacancy or Subsidy

Every housing provider has policies that govern how they allocate their subsidies. These include:

- Any time a housing provider has an RGI vacancy, they must first go to their internal transfer list and exhaust all priority transfers first.
- Once a housing provider has exhausted their priority transfers, they must refer to their internal transfer policy and targeting plan to determine how to fill the remaining vacancy.
    a. If the housing provider's policies and targeting plan dictate that the current vacancy should be filled with an RGI household, they must use the CWL and choice-based to fill the RGI vacancy.
    b. If a housing provider does not have a vacancy but, according to their targeting plan, has an available RGI subsidy, they may be able to offer a subsidy to a current market rent household.

For more on policy directives related to internal transfer, in-situ and referral agreements, see the RGI Administration Manual & City Guidelines.

Choice-Based Allocation

The City has implemented a way to access RGI housing in Toronto called the choice-based process. With the choice-based housing offer process, housing providers will advertise their RGI vacancies every two weeks, in what is called a choice-based cycle. Vacancy information will be advertised online through RentCafe.

Applicants that are eligible for the RGI program and have been invited to participate in choice-based can express interest in the vacancies advertised by housing providers. The top-ranked applicant who expressed interest will receive a housing offer.

The Choice-Based Cycles

Choice-based cycles open every two weeks, it is the provider's responsibility to review and manage upcoming vacancies to ensure they can be posted in the earliest possible cycle and avoid vacancy loss. Providers can use the calendar to reference when a cycle opens in order to plan which cycle they will include a vacancy in.

Housing providers have the “Choice-Based Units for Review” tile on their dashboard to track posted vacancies that require their attention. Tracking posted vacancies is the housing provider's responsibility to ensure that vacancies are complete and ready to be entered in a cycle.

> A vacancy should be posted as soon as the “Available Date” has been determined

Refer to: Choice-Based Calendar

Vacancy Information

Housing providers will post information about vacant units, including photos, move-in dates, and amenities. Applicants will be able to view the vacancy information provided and make an informed choice to express interest on units that meet their current needs.

Refer to: Vacancy Submission Checklist

Expressions of Interest

After reviewing the available vacancy information, applicants can express interest in vacancies that meet their needs and for which they are interested in receiving a housing offer.

For more information on the applicant experience of choice-based, go to Choice-Based Housing Offer Process.

Posting a Vacancy through Choice-Based in RentCafe

When a move-out notice is received from a tenant**,** the unit is inspected to identify any required repairs. The provider will then determine when the unit will be ready to be occupied, or “move-in ready”. Once the provider determines the date when the unit will be ready for occupancy, the vacancy can be posted.

Refer to: How to Post a Vacancy through Choice-Based

When posting a vacancy through choice-based, housing providers are creating a brochure to advertise specific vacant units.

To successfully post a vacancy in a choice-based cycle, housing providers will need to update the following:

Information	Required Action
Unit status	Change the unit status to “Available for Offer”
Move-out date	Enter the date the vacancy was or will be vacated
Availability date	Enter the date that the unit will be ready to be occupied or “move-in ready”
Property images	Upload a photo of the exterior of the property for any vacancy being posted. If possible, images of community room(s) and laundry room(s) are encouraged. Note: this only needs to be uploaded once, unless the appearance of the building exterior or other included images change Refer to: How to Upload Property Images
Property amenities	Identify and enter amenities related to the property at large, for example, accessibility, parking, laundry, onsite management, elevators, etc.
Common unit amenities	Identify and enter amenities common to all or some units within the property, for example, all or some units have carpeting, etc. Refer to: How to Enter Property Amenities and Common Unit Amenities
Unit images	Upload photos inclusive of the kitchen, all bathrooms, all bedrooms, and any living area. If possible, images of storage room and balcony are encouraged. Refer to: How to Upload Unit Photos
Unit Floor Plan	Upload floor plan for appropriate unit size Refer to: How to Upload a Floor Plan
Unit amenities	Identify and enter amenities related to the unit, for example floor range, flooring, balcony, appliances, in-unit temperature control, etc. Refer to: How to Enter Unit Amenities
Alt-text	Include a section of text that describes the content of the images they upload to meet accessibility requirements Refer to: Alt-Text Guidelines

Housing providers should ensure that they are posting images and amenity information that is fully representative of the specific vacant unit that will be offered.

All required information must be added to post a vacancy, including:

1. The unit status is set to “Available for Offer”

2. The “Available Date” and “Move-out Date” are entered
3. Property and unit photos are uploaded
4. Property and unit amenities are entered

The housing provider will change the choice-based status to “Ready for Review”. This initiates a review process of the posted vacancy by the Access to Housing/Choice-Based Cycle Management team.

Updating a Choice-Based Status

When a vacancy is posted in choice-based it will be reviewed for completeness and accuracy. There are four choice-based statuses the vacancy can move between from the time it is added through the review process, until it is successfully posted.

Status	Description
Pending – Not Ready for Review	Default status triggered by the housing provider setting the unit status to “Available for Offer”.
Ready for Review	All required photos and amenities have been posted and the housing provider is ready to have their vacancy reviewed.
Reviewed – Accepted	All criteria to be posted in a choice-based cycle have been met and Cycle Management has accepted and allowed it to be added to a choice-based cycle.
Reviewed – Rejected	Not all criteria to be posted in a choice-based cycle have been met and Cycle Management has rejected and prevented it from being added to a choice-based cycle. The housing provider must make the necessary corrections to the posted vacancy and set the choice-based status back to “Ready for Review” for Cycle Management to review again.

Refer to: How to Change a Choice-Based Unit Status

The housing provider must use the ***'Choice-Based Units for Review' Tile*** on their dashboard to track their posted vacancies that remain **outstanding**, such as “Not Ready for Review” or have been “Reviewed-Rejected” and require corrections to be “Reviewed-Accepted”.

If a housing provider has posted a vacancy and it has been reviewed and accepted by the Cycle Management, and its “Available Date” is within 90 days of a cycle opening, it will automatically be included in the upcoming cycle.

Refer to: How to Update Unit Available Date

When the cycle opens, the housing provider can confirm which units were entered in a cycle by searching RentCafe and filtering by specific cycles.

Refer to: [How to Determine if a Unit is in a Current Cycle]

Summary: Getting a Unit Posted in a Cycle

1. Reference the choice-based cycle calendar for cycle open dates.
2. Submit a completed vacancy posting for review, at least 4 business days prior to the cycle open date, to ensure it can be reviewed, corrected if necessary and included in the cycle.
3. Update the unit status to "Available for Offer"
4. Enter the "Available Date" and "Move-Out Date"
5. Upload property and unit photos
6. Enter property and unit amenities
7. Change choice-based status to "Ready for Review"
8. Allow Cycle Management to review the vacancy posting. Be sure to log back in to check the choice-based status.
    a. If the vacancy has been "Reviewed – Rejected", identify the reason for rejection and make the appropriate corrections. Set the choice-based status back to "Ready for Review".
    b. If the vacancy has been "Reviewed – Accepted", it will automatically be added to the appropriate choice-based cycle.

> Once a cycle opens you cannot remove a vacancy or change its status, availability date, amenities, or photos. If the vacancy must be excluded due to extenuating circumstances the housing provider is required to send an exclusion request to ProviderTechSupport@toronto.ca. Access to Housing will consider this request, according to allowable extenuating circumstances, and provide a decision to the housing provider.

Placing an Applicant "On-Offer" through Choice-Based in RentCafe

Once a vacancy is successfully posted in a cycle and the cycle opens, applicants will have 12 calendar days to review the postings and express interest in vacancies that meet their current household needs. Housing providers must wait for the cycle to close before making offers.

Once a choice-based cycle closes:

- The top-ranked applicant will receive an email notifying them that they can expect to hear from the housing provider with an offer, within **two business days**
- The housing provider will log in to RentCafe to view the top ranked applicant on

the housing provider's expression of interest list

- The housing provider **must always** put an applicant “on offer” to track offer outcomes in RentCafe
- The housing provider **must** place the top ranked applicant file “on offer” within **two business days** of a cycle closing

Housing providers **must** always put an applicant “on offer” in RentCafe before they proceed to making the offer to the applicant. This ensures that all offers are tracked in RentCafe, regardless of the outcome of the offer and prevents the applicant from receiving multiple offers at the same time.

Refer to:

- How to Place an Applicant “On Offer” through Choice-Based

To complete the offer process, see Completing the Offer Process and Outcomes.

Direct Allocation

Direct allocation is when a housing provider allocates a RGI vacancy or subsidy to a specific applicant on the Centralized Waiting List that has been approved for that direct allocation method, including internal transfers, in-situ and referral agreements.

Housing providers must use RentCafe to match the approved applicant to the RGI vacancy or subsidy to complete the offer process because the applicant has now been granted an RGI subsidy and therefore must be removed from the CWL or they will continue to receive offers of housing.

Types of Direct Allocation

Internal Transfers

An internal transfer is for RGI households who want to transfer to another unit within their current housing provider's portfolio or who must transfer to another unit because they are over-housed. Every housing provider must have an internal transfer policy that governs how they manage their internal transfer list, priority, and non-priority. Any priority internal transfers must also have an eligible application on the Centralized Waiting List.

For more information on how to complete internal transfers in RentCafe for priority and non-priority internal transfers, see Posting a Vacancy through Direct Allocation.

Housing providers must rank RGI households approved for SPP status first on the internal transfer list and over-housed RGI households are the next priority on internal transfer list.

Priority Internal Transfers

Special Priority Program applicants on the internal transfer list

Access to Housing assesses all applications for the Special Priority Program (SPP). All applicants requesting SPP, including internal transfers, need to apply to Access to Housing.

If Access to Housing confirms a household's eligibility for SPP, the housing provider must place the household at the top of their internal transfer list. Rank SPP internal transfers by the SPP application approval date provided by Access to Housing.

For SPP tenants requesting an internal transfer, see the Special Priority Application.

Over-Housed RGI Households on the Internal Transfer List

An RGI household is considered over-housed if the household size decreases and the reduced household have more bedrooms than the City's Local Occupancy Standards allow.

As soon as the housing provider notifies a household that they are over-housed, if they have at least one suitably sized unit in their portfolio, they must ask the household if they would like to be placed on the internal transfer list for that building/development. If the household agrees to be added to the internal transfer list, the housing provider gives them an over-housed priority status for their current building/development.

If a housing provider does not have at least one suitably sized unit, then the household cannot be on the housing provider's internal transfer list. In both scenarios, an over-housed household must always be placed on the CWL as soon as the housing provider has notified the household that they are over-housed.

> All priority internal transfers must be processed through RENTCafé. If a housing provider is filling an RGI vacancy with a priority internal transfer, they must search for the applicant in RENTCafé, confirm if they have an eligible application, post the vacancy, and offer it through direct allocation in RENTCafé.

For more details on internal transfer policies, see RGI Administration Manual and City Guidelines

In-situ

In-situ is when a housing provider offers an RGI subsidy to a market rent household that has requested a subsidy within their current unit and has been added to the "Building Complex – Applicants Currently Residing" (BCACR) list.

If a housing provider has an RGI subsidy available but no vacant unit, they may give the RGI subsidy to a market rent household living in their housing portfolio and top ranking on the BCACR. All in-situ requests must ultimately be approved by the City (Market Household Requesting RGI Assistance Approval Form).

For more details on in-situ policies, see RGI Administration Manual and City Guidelines

Referral Agreement

Some housing providers have approved referral agreements with agencies to fill some or all of their units. The approval of these referral agreements goes through the City of Toronto's Housing Secretariat, Housing Stability Services.

For more details on referral agreements policies, see RGI Administration Manual and City Guidelines

Posting a Vacancy for Direct Allocation

When a move-out notice is received from a tenant, the unit is inspected to identify any repairs needed. The provider will then determine when the unit will be ready to be occupied or “move-in ready”. Once the provider determines the date when the unit will be ready for occupancy and the type of allocation method to be used, the vacancy can be posted.

When posting a vacancy through any form of direct allocation, providers will:

1. search for the property and unit to determine if the unit already exists in the housing provider's inventory
2. add the unit if it does not exist

For more information on how to search for and add a unit, when necessary, see Maintaining Units in RentCafe.

Housing providers will update the following information when posting a vacancy for direct allocation:

Information	Housing Provider Action
Unit Status	Change the unit status to “Available for Offer”
Move-Out Date	Enter the date the vacancy was or will be vacated
Availability Date	Enter the date that the unit will be ready to be occupied or “move-in ready”
Exclude Vacancy	Request a vacancy exclusion that is being filled through direct allocation

Refer to: How to Post a Vacancy through Direct Allocation

Excluding a Vacancy from Choice-Based

If a housing provider has identified they will be filling their vacancy or subsidy through direct allocation, the vacancy must be excluded immediately upon posting or it will automatically be included in a choice-based cycle.

When a housing provider would like to be excluded from choice-based they must:

1. Send an email to Access to Housing at ProviderTechSupport@toronto.ca that includes the:
    a. property and unit number to be excluded
    b. reason for the exclusion
2. Verify in RentCafe that the vacancy has been excluded

Refer to:

- How to Request a Vacancy be Excluded from Choice-Based

- How to Determine if a Vacancy has been Excluded from Choice-Based

Filling a Vacancy through Direct Allocation

When filling an RGI vacancy through direct allocation, housing providers must ensure that the household being offered has an eligible application on the Centralized Waiting

List so that the vacancy can be linked to the household being housed. All subsidies filled through direct allocation must be documented in RentCafe. They must:

- be posted
- have all offers recorded
- have offer outcomes documented

Placing an Applicant "On Offer" in RentCafe for Internal Transfer

Priority Internal Transfers

A priority internal transfer is a household on the CWL with an approved status of SPP or over-housed.

When placing an applicant "on offer" through internal transfer, housing providers will:

1. Refer to their internal transfer list to determine which applicant is going to be offered the RGI vacancy
2. Search for the applicant in RentCafe to ensure that they have an eligible application
3. Confirm that the applicant is eligible for the internal transfer based on the priority status
4. Post the vacancy on RentCafe
5. Request the vacancy be excluded
6. Place the applicant "on offer" in RentCafe
7. Complete an arrears check

Non-Priority Internal Transfers: RGI to RGI

If a housing provider is filling an RGI vacancy with a non-priority internal transfer, they must search for the applicant in RentCafe to confirm if they have an eligible application. If the applicant:

- has an application, follow the steps above for priority internal transfers.
    - does not have an application, the housing provider must update both impacted units to reflect the accurate unit status. If the unit is not found in RentCafe the housing provider must add the unit and update the status accordingly.

Example: The RGI tenant is transferring from unit 201 to unit 507. The unit status in RentCafe for unit 507 must be updated to "Occupied" and unit 201 must be updated to "Available for Offer", "Rented-Not Available" or "Vacant-Not Available" according to the actual new status.

Refer to:

- How to Place an Applicant “On Offer” through Internal Transfer/RGI to RGI
- How to Place an Applicant “On Offer” through Internal Transfer/Over-Housed

Placing an Applicant “On Offer” in RentCafe through In-Situ (Market Rent Applying for RGI Assistance)

When placing an applicant “On Offer” through in-situ/market rent to RGI, housing providers will:

1. Refer to the “Building Complex - Applicants Currently Residing” Report (BCACR) to identify the applicant being considered to receive the in-situ subsidy
2. Determine if the household’s income qualifies them for RGI*
3. Seek approval from the Housing Consultant to proceed with granting the in-situ subsidy
4. Upload the in-situ approval letter signed by their Housing Consultant under “Other Documents” tab
5. Post the vacancy on RentCafe
6. Request the vacancy be excluded
7. Place the applicant “on offer” in RentCafe
8. Complete an arrears check

> *Unique to the in-situ process, a housing provider must determine if the applicant household's income qualifies them to receive the RGI subsidy before posting the vacancy.

Refer to: How to Place an Applicant “On Offer” through In-Situ/Market Rent to RGI

Placing an Applicant “On Offer” in RentCafe through Referral Agreement

When placing an applicant “on offer” through referral agreement, housing providers will:

1. Refer to their referral agreement waiting list to determine which applicant is going to be offered the RGI vacancy
2. Search for the applicant the housing provider intends to offer through referral agreement and ensure that they have an eligible application
3. Post the vacancy on RentCafe
4. Request the vacancy be excluded
5. Place the applicant “on offer” in RentCafe
6. Complete an arrears check

7. Document which agency the referral agreement is within RentCafe Refer to: How to Place an Applicant “On Offer” through Referral Agreement

To complete the offer process, see Completing the Offer Process and Outcomes.

Completing the Offer Process and Outcomes

When a cycle closes and a housing provider is ready to offer a unit to the top-ranked applicant, ensure that the applicant is placed "on offer" in RentCafe **before** they are contacted. Putting the applicant "on offer" connects them to the unit in RentCafe. If a housing provider calls the applicant without first putting them on offer, they could be put on offer elsewhere (if they top-ranked on other units) and the housing provider will lose the ability to connect them to the unit. Always follow this sequence:

1. Put the applicant "on offer" in RentCafe
2. Call the top-ranked applicant to make the offer

Once an applicant has been placed "on offer", the housing provider will use RentCafe to document the offer process. Regardless of what allocation method is used to fill the vacancy, the offer process is always followed and documented consistently in RentCafe.

Housing providers must adhere to the following two service level agreements (SLAs):

1. A housing provider must place an applicant on offer and contact the applicant with the offer within two (2) business days.
2. A housing provider has a maximum of 28 days to complete the offer process.

Contacting the Applicant Household

After putting an applicant file "on offer", the housing provider will proceed to contact the applicant to make the offer of housing and add a note against the offer that describes details of next steps for this offer.

1. The housing provider must attempt to contact the applicant household using **all** the channels below, in the order in which they appear.

    a. **Offer by telephone**

    The housing provider will first attempt to offer the vacancy by telephone. If the household cannot be reached, they should leave a message if possible, and include:

    i. the details of the offer

    ii. the housing provider's contact information

    iii. a timeline to return the call

    If the housing provider cannot reach the household directly, call every number provided in the applicant household's file. If leaving a message, the housing provider should only leave their contact information, state that there is a subsidy and/or housing offer being made to the household only using the last name of the main applicant and indicate the timeline to respond. Make at least two attempts over two business days to reach the household. Make detailed notes of all contact attempts and communications. If a voicemail has been left, the applicant has two (2) business days to return the phone call.

b. **Offer by email**

The housing provider must offer the vacancy by email if the applicant household or alternative contacts are not reachable by telephone (For example, there is no answer and no voicemail.)

2. If the applicant household does not respond to any of the offer channels within two (2) business days, the offer is considered “Refused – Unreachable”.
3. The vacancy will return to “Available for Offer”.
4. The housing provider can then proceed to offer the next applicant through the expression of interest waiting list.

Refer to: How to Make an Offer by Email

Viewing the Unit and Completing the Offer Process

Once a housing provider has contacted an applicant household, they will offer a viewing of the unit. The housing provider must show the specific unit that is posted in the

choice-based cycle in which the applicant has expressed interest. They cannot show an alternative unit to what is posted in the cycle. For example, if unit 201 was the posted unit in the current choice-based cycle, the housing provider must show the applicant unit 201. Applicants being offered an RGI subsidy in their current market rent unit can bypass the viewing process.

The applicant will either:

1. Agree to view the unit in which case they are “Verbally Accepting” the offer
2. Choose not to proceed with the offer in which case it is considered a “Refusal”
3. If the *applicant household* has extenuating circumstances, the offer may be considered a “Withdrawal” (see “Withdrawal” reasons below)
4. If the *housing provider* has extenuating circumstances, they may “Decline to Offer” (see “Decline to Offer” reasons below)

Any of these outcomes and status changes must be documented in RentCafe with clear, descriptive notes, on what has transpired during each phase of the offer process.

After the applicant has viewed the unit, the offer can result in one of the following outcomes:

1. Accepted
2. Refused
3. Withdrawal
4. Declined to Offer

Possible Outcomes and Definitions

Accepted

Once an offer of housing has been made, the applicant must decide if they will accept the unit within two business days. The unit can then be:

1. **Verbally Accepted**: If the applicant is interested in viewing the unit they are considered to have "verbally accepted" the offer. This is a secondary status to 'on offer'.
2. **Accepted**: If the applicant has viewed and accepted the unit, an estimated move-in date will have been established, and the lease signing must be scheduled.

If a vacancy is accepted, the offer process ends and the applicant's status in RentCafe will automatically change to "Housed". Once the applicant has moved into the unit, the housing provider must change the unit status from "Accepted" to "Occupied."

If an applicant has accepted an offer but decides that they are no longer interested in the unit (they must not have already moved in), the housing provider can log into RentCafe and reset the offer to "On Offer". This will allow the housing provider to change the current offer to "Refused" and gain access to the next applicant on the waiting list to proceed with making offers.

Refer to: How to Reset to "On Offer" from "Accepted Status"

Withdrawal

If an applicant has viewed the unit and is not able to accept it due to an allowed exception, the offer may be considered a "Withdrawal".

Acceptable withdrawal reasons include:

- Bereavement
- changes in household composition on file
- client is not suitable for a shared unit, if applicable
- medical emergency/hospitalization
- not an informed offer
- Over-housed household is offered the same unit twice
- RGI tenant portion is higher than the market rent for the unit
- safety concerns (Special Priority Program applicants)
- unit amenities are not as described in post (not as advertised)
- unit does not meet household accessibility needs
- applicant owes arrears

For additional information on acceptable reasons to withdraw an offer, see the RGI Administration Manual

If a vacancy is a withdrawal, it will return to “Available for Offer” and the housing provider can then proceed to offer it to the next applicant. If the offer is through:

- **choice-based**, the housing provider will return to the expression of interest waitlist, which must be exhausted
- **direct allocation**, the housing provider can proceed to offer to the next eligible applicant based on the method they are using

Declined to Offer

If a housing provider has an allowed exception and proof that the household should not be offered the vacancy, they can “Decline to Offer”.

Acceptable “Declined to Offer” reasons include:

applicant is not suitable for a shared unit

- applicants are unable or unwilling to participate in co-op responsibilities
- applicant no longer meets the building's mandate
- community safety (the applicant received an (N6/N6C) eviction conviction in the last five) years
- reasonable grounds to believe that applicant will not pay the rent in full and on time
- less than two years after an RGI fraud conviction with a social housing provider

> Any “Declined to Offer” must be accompanied by proof of justification. This is not required to be uploaded in RENTCafé. If a vacancy is “Declined to Offer” it will return to “Available for Offer” and the housing provider can then proceed to offer the next applicant.

If the offer is through:

- **choice-based**, the housing provider will return to the expression of interest waitlist, which must be exhausted
- **direct allocation**, the housing provider can proceed to offer to the next eligible applicant based on the method they are using

Refusal

If the applicant does not respond to the offer of housing within two (2) business days, or has viewed and refused the unit, the offer is considered a “Refusal”.

Refusal reasons include:

- **Client unreachable**: Applicant household does not respond to any of the offer channels within two (2) business days
- **Other**: Explanation required

If a vacancy is refused, it will return to “Available for Offer” and the housing provider can then proceed to offer the next applicant. If the offer is through:

- **choice-based**, the housing provider will return to the expression of interest waitlist, which must be exhausted
- **direct allocation**, the housing provider can proceed to offer to the next eligible applicant based on the method they are using

When a housing provider has posted a vacancy in RentCafe and placed it “On Offer”, they can refer to their “My Outstanding Offers-User Made Offer” tile on the dashboard to keep track of any outstanding offers that have not been completed.

Refer to: How to Complete the Offer Process

Single Offer Rule

The Single Offer Rule, a requirement of the provincial Housing Services Act, means that applicants are eligible to receive only one offer of suitable RGI housing. If an applicant refuses the offer, they will be removed from the Centralized Waiting List. Failure to respond to an offer from a housing provider within two (2) business days is also counted as a refusal. While they are eligible to re-apply, they will receive a new application date and will start at the bottom of the Centralized Waiting List.

Applicants who do not agree with a decision to remove them from the Centralized Waiting List and have information regarding why they did not respond or accept the offer have thirty (30) days to request a “Decision Review” through their MyAccesstoHousingTO account.

Processing an Over-Housed Household in RentCafe

An RGI household immediately becomes over-housed if a household member leaves the unit and the household now has more bedrooms than the City's Local Occupancy Standards allow. If an RGI household becomes over-housed due to the death of a household member, the issuing of the over-housed notice is delayed by six months from the date of the death.

As soon as the housing provider notifies a household that they are over-housed, if they have at least one suitably sized unit in their portfolio, they must ask the household if they would like to be placed on the internal transfer list for that building/development. If the household agrees to be added to the internal transfer list, the housing provider gives them an over-housed priority status for their current building/development.

If a housing provider does not have at least one suitably sized unit, then the household cannot be on the housing provider's internal transfer list. In both scenarios, an over-housed household must always be placed on the CWL as soon as the housing provider has notified the household that they are over-housed.

Over-housed households have priority on RGI housing waiting lists and have the following priority rankings:

- Second, priority on housing providers' internal transfer lists, beneath applicants with an SPP designation
- Third Priority on the CWL, beneath applicants with an SPP designation and those with a terminal illness priority

For more information on the over-housed process, see the RGI Administration Manual and City Guidelines.

Required Housing Provider Actions when a Tenant Becomes Over-Housed

When a household is deemed over-housed, the housing provider must:

1. Issue the household a mandatory formal notice of decision using the Notice of Decision – Over-housed form, which can be found on RGI Forms and Tools. If an RGI household becomes over-housed due to the death of a member of the household, delay issuing the Notice of Decision – Over-Housed for six months from the date of death.
2. Make reasonable efforts to make direct personal contact with the over-housed tenant household to discuss the over-housed process, including the actions required of the household and the potential consequences of inaction.
3. Add the over-housed household to their internal transfer waiting list if the household wishes to be placed on the internal transfer list and the provider has (a suitably sized unit for the over-housed household.

4. Add the over-housed household to the CWL.

Over-Housed Report

A revised version of this report is in progress and will be available at a future date.

Creating an Over-Housed Application

When a housing provider needs to add an over-housed tenant to the CWL, they must search RentCafe for an existing file the household:

- has an existing file, in eligible status, they will use this existing file to flag as over-housed on the CWL, as follows:
    - update the existing file to be as accurate as possible (including household members and contact information)
    - add a service ticket to the applicant file
    - upload a copy of the Notice of Decision – Over-Housed
- has no existing file, they must create a new one, as follows:
    - create the application
    - add all necessary household information
    - add the service ticket to the applicant file
    - upload a copy of the Notice of Decision – Over-Housed

Service tickets are requests created through the RentCafé system that need to be reviewed and actioned by Access to Housing.

Refer to:

- How to Create an Over-Housed Application for a New File
- How to Create an Over-Housed Application for an Eligible File

Important Timelines for Over-Housed Households

- The housing provider must issue a Notice of Decision – Over-Housed to the household as soon as they become over-housed (with the exception of the death of a household member)
- The housing provider must add the over-housed household to the CWL as soon as the Notice of Decision – Over-housed is issued. At this time, the household

may choose to be added to their housing provider's internal waiting list if their current building/development has a suitably sized unit.

- Over-housed tenants must register in MATHTO and participate in Choice-Based.
- Within the first year (twelve months) of receiving their Notice of Decision – Over-housed Households have unlimited refusals, from both the internal transfer waiting list as well as from the CWL.
- If the household is still over-housed after twelve months, Access to Housing will begin the process of adding the household to all upcoming vacancies within their current ward and the four surrounding wards, for which they are eligible. This is intended to result in an offer.
- After a year of being over-housed, refusal of one offer of suitably sized housing will result in the household being issued a Notice Decision - Loss of Eligibility for RGI Assistance.

Over-housed households are required to maintain an active application on the CWL. Housing providers will be notified when to issue a Notice of Decision – Loss of Eligibility for RGI Assistance.

Over-Housed Households Refusing Offers of Suitable Housing

A refusal of one offer of suitably sized housing made after the first year will result in the household being issued a Notice Decision - Loss of Eligibility for RGI Assistance.

However, an offer of housing made to an over-housed household will be counted as a **withdrawal,** not a **refusal,** if the:

- unit being offered did not meet the accessibility needs of the household
- household no longer qualifies for the size of unit being offered
- households are offered the same unit twice; the second unaccepted offer is counted as a withdrawal
- household has an SPP priority and identifies a safety risk associated with the unit being offered
- level of support services attached to the unit is significantly different than the level of support services required by the household
- Households are experiencing a medical emergency and requests to have their application inactivated until they are in a move-in ready status during the offer process and provide supporting evidence within five days of this request.
- household has an SPP priority and advises that they are or will be living with the abusing individual during the offer.

All other refusals of transfer for over-housed RGI households will be recorded as **refusals**.

Resolution of Over-Housed Status

Households are no longer considered over-housed when they:

- accept an offer of a suitable sized unit
- no longer reside in the unit where they were over-housed
- are no longer considered over-housed by Local Occupancy Standards
- agree to pay market rent (with the approval of the housing provider)

If a household is no longer over-housed for a reason other than being moved to a suitably sized unit, (for example, they moved out or they added a household member), the housing provider must notify Access to Housing to remove the over-housed priority from the application and determine how to proceed with the application.

If the household is no longer over-housed because they have accepted an offer in a suitably sized unit, the housing provider must follow the appropriate offer process dependent on whether the offer was an internal transfer or a choice-based expression of interest.

For more information on internal transfers for over-housed households, see Direct Allocation.

Adding a Tenant to the In-Situ List

In RGI housing, the in-situ process is when a household that is paying market rent requests that they be considered to receive an RGI subsidy within their current unit. Housing providers can add eligible market rent tenants to their in-situ list at any time. They do not need to have an RGI subsidy immediately available. In RentCafe, the in-situ list is referred to as the Building Complex – Applicants Currently Residing (BCACR) report.

If a housing provider has an RGI subsidy available, but no vacant unit, in certain circumstances they may give the RGI subsidy to a market rent household living in their housing portfolio.

The City has a local rule about when and how RGI assistance can be made available to market rent households currently living in social housing. Before offering RGI assistance to a market rent household, a housing provider must:

- be below their maximum allowed number of RGI units in their targeting plan
- have given the last offer of RGI assistance to a household from the CWL
- have received approval from their Housing Consultant
- ensure the household is not over-housed in their current unit (Over-housed households are not eligible for in-situ.)
- ensure the household remains in their current unit when the in-situ offer is made

Eligible In-Situ Applicants

Housing providers must inform all market rent households about the rules and their internal policy regarding current market rent households requesting RGI. This includes informing all market rent households in their building about the opportunity for an in-situ offer of RGI subsidy.

To be eligible for an in-situ RGI subsidy, the household must:

- have an eligible application on the CWL
- select their current building in their application for RGI subsidy, be approved as an in-situ household at MyAccesstoHousingTO and be deemed eligible
- inform the housing provider about their application to the CWL
- have been a tenant with their current housing provider for at least five years
- currently live in the size of unit they are eligible for and not over-housed according to the Local Occupancy Standards, as the in-situ offer for RGI will be for their current unit
- not have any outstanding arrears with the current housing provider or a previous social housing provider within Ontario, or if they do have arrears, have a repayment agreement in place that is in good standing

For more details on Local Rules for providing RGI assistance to market rent households currently living in social housing, see the RGI Administration Manual and City Guidelines.

Adding a Market Rent Tenant to the BCACR Report

When a market rent tenant requests an in-situ RGI subsidy and has met the eligibility criteria, the housing provider will proceed to add the household to their in-situ list.

To add a tenant to the housing provider's in-situ list, they must:

- search RentCafe for the household and ensure the application status is eligible
- review the household composition to ensure the members on the applicant file match the members on the tenancy
- proceed to add a service ticket in RentCafe, to the applicant file. This alerts Access to Housing to review and action the request
- upload a copy of their original market rent lease

Access to Housing will review the request, document the outcome, and take any additional action which is required.

> Housing providers should open the household's file periodically and check for a decision, which could take up to two weeks

When Access to Housing has reviewed the service ticket request, they will either:

1. Approve the request and update the file in RentCafe
2. Deny the request and add a note to the file in RentCafe, including why the request was declined and what is needed

> Service tickets are requests generated by the housing provider through the RENTCafé system that will be reviewed and actioned by Access to Housing.

Refer to: How to Add a Tenant to the In-Situ List – Building Complex – Applicants Currently Residing (BCACR) Report

Running the In-Situ List - BCACR Report

When a housing provider has an RGI subsidy, but no vacant unit available, and they intend to provide an in-situ RGI subsidy to a market rent household, they must run the Building Complex – Applicants Currently Residing (BCACR) report to determine who is top ranked on the list to receive an RGI subsidy.

The BCACR report lists all eligible in-situ applicants for the housing provider and is taken directly from the CWL. Access to Housing prioritizes households on the report by the original tenancy, move-in date. The highest ranked eligible applicant on the report must be considered for the in-situ RGI subsidy.

Refer to: How to Run the In-Situ List – BCACR Report

Housing Providers with Mandates

A mandate is an approved plan for a housing provider to exclusively house a particular population. Mandates apply to specific buildings, so a housing provider may have multiple buildings with and without mandates.

If a building has been assigned a mandate, households who apply for RGI units in the building must include at least one person who qualifies for the mandate.

Common mandates include:

- Seniors
- homeless or hard to house people (alternative housing providers)
- Indigenous people
- artists in live/workspaces and performing artists
- applicants from specific ethno-cultural or religious groups

For more details on housing providers with mandates, see the RGI Administration Manual and City Guidelines.

Applicant Eligibility for a Building with a Mandate

Seniors Mandate

To be eligible for a building with a senior's mandate, a household must include at least one person who is 59 years of age or older. A household may include members who are younger than 59 years of age. This does not affect the household's eligibility for the unit, since one or more members qualify for the mandate. Seniors are eligible for senior mandated buildings based on the date of birth on their file.

Other Approved Mandates

If a building has a mandate other than seniors, they must make their mandate requirements available to the public, through their website and/or in any promotional materials about the building. They must also provide a copy of these requirements to Access to Housing.

Approval of a Household for a Building with a Mandate

When an applicant wishes to be considered for a mandated building, they must:

1. Log in to their MyAccesstoHousingTO account to add the building with the mandate to their list of "Building Selections". This can be accessed by selecting "Building Complexes".
2. Contact the housing provider of the building with the mandate. They will verify the household eligibility for the mandate. Information may need to be provided to verify eligibility.

If the housing provider confirms that the household is eligible, the housing provider must log into RentCafe and approve the applicant for the building with the mandate through the following process:

1. Search for the application using the applicant's p-code
2. Click the Building Complex tab
3. Locate your building with the mandate that the applicant selected
4. Update the status of the building selection from 'selected' to 'approved'

If they are unable to locate the building in the “Building Complexes” tab in RentCafe, the applicant did not add the building selection in the application portal. The housing provider must direct them to log in to their account to select the building with the mandate that they are interested in. This is the only way for the housing provider to approve the household for a building with a mandate in RentCafe.

If the housing provider confirms that the household is not eligible for the mandate, they are to communicate that directly with the applicant household and enter the denial of the building with the mandate in RentCafe. If it is realized that an applicant no longer meets a building’s mandate, the housing provider must update the application to remove the approval of the building with a mandate.

Refer to:

- How to Add an Approved Applicant to a Building with a Mandate
- How to Remove an Approved Applicant from a Building with a Mandate
- How to Deny an Applicant for a Building with a Mandate

Buildings with Mandates – Filling an RGI Vacancy or RGI Subsidy

Like most housing providers who receive subsidies from the City of Toronto to fund RGI assistance, those with a mandated building must also select applicants for units with RGI subsidies from the CWL. As such, housing providers with mandated buildings must refer to their targeting plan before they proceed to a specific allocation method.

For more information, see Allocating an RGI Vacancy or Subsidy

Direct Allocation

If the housing provider of a building with a mandate is using a direct allocation method, refer to the Direct Allocation section.

Choice-Based – Fully Integrated

If the housing provider of a building with a mandate is using the choice-based method, they would have been notified by Access to Housing that they have been fully integrated into the choice-based offer process.

For more information on posting a vacancy and placing an applicant on offer through choice-based, see Choice-Based Allocation.

If the housing provider has not been fully integrated into the choice-based method, Access to Housing will have notified them to use the brochure method.

Brochure Method – Modified Choice–Based

The brochure method is used to offer a vacancy outside of the choice-based cycle system. The brochure is created from within RentCafe and is emailed as a PDF attachment to an applicant that is on offer. The brochure is intended to provide the applicant with detailed information about the vacancy and building to make an informed decision. The housing provider will post the vacancy as they would for choice-based.

However, they will request that it be excluded from choice-based so that it can be offered using the brochure method.

If the housing provider of a building with a mandate is using the brochure method, they will:

1. Post the vacancy on RentCafe using the choice-based procedure for posting
2. Request the vacancy be excluded to ensure it does not end up in a choice-based cycle

Refer to: How to Request a Unit be Excluded from Choice-Based

For more information on posting a vacancy for choice-based, see Choice-Based Allocation.

Placing an Applicant "On Offer" in RentCafe for the Brochure Method

When placing an applicant "on offer" through the brochure method, housing providers will do the following:

1. Use RentCafe to identify the top ranked applicant approved for the building with the mandate
2. Place the applicant "On Offer" in RentCafe
3. Contact the applicant to make the housing offer and email the brochure for the applicant to view the details of the vacancy
4. Complete the offer process in RentCafe Refer to:
    - How to Place an Applicant "On Offer" through the Brochure Method
    - How to Save the Property Brochure to Send to an Applicant
    - How to Complete the Offer Process

Using Province-Wide Arrears Database for RGI Eligibility

The Province-Wide Arrears Database (PWAD) is an online database used by Ontario Service Managers to track social housing arrears and RGI-related convictions. As per the Housing Services Act, 2011 (HSA), O. Reg. 367/11, to be eligible for Rent-Geared-to-Income (RGI) assistance, RGI households must not:

- have an RGI-related conviction within the last two years
- owe household arrears/debts, including unpaid rent or damages, from a former tenancy with a social housing provider in the Province of Ontario, unless they have a repayment agreement which they maintain in good standing

Applicants for RGI in the City of Toronto are screened for arrears and RGI-related convictions in PWAD when they submit a new application to the Centralized Waiting List. Applicants are also screened for arrears annually while on the CWL and at the time of an RGI subsidy offer.

Arrears/debts, for the purposes of PWAD, are arrears pertaining to a former tenancy, not a current tenancy and include the following:

- unpaid rent and/or damages of households receiving RGI assistance
- unpaid rent and/or damages of households paying market rent, if the household has signed a lease agreement which includes a clause granting permission to add the household's information to PWAD

For more information, see the RGI Administration Manual and City Guidelines.

Reporting Arrears to PWAD

Housing providers are responsible for reporting former household arrears/debts and RGI-related convictions to PWAD at least quarterly. These include the requirement to report up to date:

- arrears/debts of rent and/or damages owed by **former** tenants
- repayment agreement(s) including status and amount still owing
- breech of an established repayment agreement
- RGI-related convictions

Housing providers currently have a unique PWAD reporting template for their organization. A housing provider's unique PWAD reporting form should reflect **all** former tenants' outstanding arrears/debts. The record should only be removed from the report template when a former tenant has repaid their outstanding arrears/debts in full. Each template upload to PWAD overwrites the previous information uploaded by the housing provider. To minimize the chance for errors, only one person should be responsible for updating and maintaining the housing providers' arrears report.

Housing providers must maintain documentation of all arrears and RGI-related convictions and may, at any time, be required to produce this documentation. Housing providers will update their arrears/debts report template as needed and must send it to Access to Housing to be uploaded to the PWAD, on a quarterly basis.

Housing providers can email their quarterly PWAD upload to ProviderTechSupport@toronto.ca

Refer to: Arrears Reporting Spreadsheet Guidelines

Checking Arrears When Placing an Applicant "On Offer"

When a housing provider places an applicant "On Offer", a PWAD check is required to ensure that the household members do not have former tenant arrears owed to any social housing provider in Ontario or are not in good standing with a repayment agreement. Housing providers can perform this check through the applicant's file in RentCafe.

The results of the check are displayed in RentCafe and will return one of the following:

1. **No match found**: There is no match in the PWAD and the housing provider will proceed with making the offer.
2. **Match found**: There is a match in the PWAD that will include a full record with name, date of birth, amount owed, provider details and a score.

Refer to: How to Check Arrears at Time of Offer

Proceed with a Match Found in PWAD

When there is a match in the PWAD, it will return a score. The score is a percentage that represents the level of confidence in the returned results and is based on the precision of the match. When there is a match in the PWAD, the housing provider will send the information to Access to Housing to review the match details and verify the accuracy of the match.

To complete the process, the housing provider must:

1. Email the help desk ProviderTechSupport@toronto.ca with the subject line "On-Offer/Check Arrears Match" and include:
    a. applicant code
    b. applicant name
    c. description of offer details
    d. request for review of the PWAD match
2. Proceed to call the applicant to make the offer of housing and inform the applicant of the possible PWAD match that is under review by Access to Housing.
3. If Access to Housing determines that is not a true match, they will inform the housing provider to proceed with the offer.
4. If Access to Housing determines that it is a true match, they will advise the

housing provider and they cannot proceed with the housing offer. The housing provider will advise the applicant that they cannot proceed with the offer, due to the outstanding debts. Access to Housing will withdraw the offer and communicate with the applicant on next steps regarding the arrears.

Applicants will not be offered a viewing of the unit until the PWAD match review is conclusive.

Appendix: Process Documents

Applicant File

How to Search for an Applicant File

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- When searching for an applicant file using date of birth, the born between fields allows a search to be done by the following two ways:
    - **Specific date of birth:** both range fields must be entered with the same date of birth, for example, **10/10/1990 - 10/10/1990**; or
    - **A range:** both range fields must be entered by the range dates, for example, **10/01/1990 - 10/30/1990**
- If you cannot find the applicant you are looking for, this does not necessarily mean that they do not have an application. If you search for an applicant and you do not find them, email Access to Housing at ProviderTechSupport@toronto.ca
- Access to Housing will conduct a search to verify if there is an application in RentCafe and will advise you of the outcome

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click on the **Applications Filter tile** *(Application page opens)*
3. Search for the applicant's file by entering known information in the search fields, such as the applicant code. If this is not known, enter known fields such as first name, last name and/or date of birth
4. Click **Find button** *(a list of potential matches will appear)*
5. Click on the applicant's name to open the profile (*Application page opens)*
   Process ends

How to Review an Applicant File

A video tutorial is available for this process. All videos are available on the [RentCafe Vacancy Management Process Videos] document listed by page number.

Notes for Housing Provider

- Prior to calling the applicant to make the offer, a housing provider can review information in the application
- Outlined is the key information for providers to review along with a brief description of the types of information that is displayed within each applicable tab

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click on the **Applications Filter tile** *(Application page opens)*
3. Search for the applicant's file by entering known information in the search fields, such as the applicant code. If this is not known, enter known fields such as first name, last name and/or date of birth
4. Click **Find button** *(a list of potential matches will appear)*
5. Click on the applicant's name to open the profile (*Application page opens)*
6. Review the top half of the screen, which displays the following information:
    a. Main applicant's name
    b. Current status of the application. For example, housed or eligible.
    c. Applicant's phone numbers and email address
    d. Alternative contact information
7. Review **Status tab**, which displays the following information:
    a. **Status** column: shows the applicant's current application status Housed or eligible
    b. **Minimum and Maximum Unit** column: bedroom size the household is eligible for
    c. **Urgent** column: shows if the household has been approved for one of the following priorities: terminal illness, over-housed or in-situ. To view the urgent type:
        i. Click **View button** *(Status Record Details page opens)*
        ii. Click **Priority tab** and scroll down to **Urgent Type** field
    d. **Modified** column: shows if the household has been approved for a modified unit
    e. **SP** column: shows if the household has been approved for special priority
8. Click **Household Member Tab** to review all the household members on the file. This information can be used to determine if the household qualifies for the bedroom size they have expressed interest in. The following is displayed:
    a. Household member information such as name, date of birth, age, gender.
9. Click **Incomes tab** to review the income of household members 16 years and up
10. Click **Documents tab** to review documents that have been uploaded by the household, such as Status in Canada or Notice of Assessment
11. Click **Notes tab** to review and add notes on the applicant's file
12. Click **PWAD Arrears tab** to begin the process of conducting an arrears checks

for all applicants over the age of 16 at the time of offer

13. Click **Service Tickets tab** to create a service ticket for Access to Housing.

Process ends

How to Upload a Document in an Applicant's File

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- It is the housing provider's responsibility to upload necessary documents to an applicant's file, when applicable. Such necessary documents are:
  - Notice of Decision-Over-Housed
  - copy of original market rent lease
  - approval letter for in-situ
- If uploading a Status in Canada document or a Notice of Assessment, select the appropriate applicant's name and the corresponding field listed in the Documents tab and follow process outlined below to upload the document. For these types of documents, do not use the 'Optional-Scan other household documents' field.

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click on the **Applications Filter tile** *(Application page opens)*
3. Search for the applicant's file by entering known information in the search fields, such as the applicant code. If this is not known, enter known fields such as first name, last name and/or date of birth
4. Click **Find button** *(a list of potential matches will appear)*
5. Click on the applicant's name to open the profile (*Application page opens)*
6. Click **Documents tab** *(Upload document page opens)*
7. Click Optional-Scan other household documents
8. Click **Upload button** *(Upload document pop up opens)*
9. Click **Choose file** *(Pop up opens)*
10. Select **Document** to upload from your computer directory
11. Click **Open**
12. Click **Upload**

Process ends

How to Add a Note to an Applicant File

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

System Steps

1. Log into RentCafe-Site Manager (Social housing dashboard page opens)
2. Click on the **Applications Filter tile** (Application page opens)
3. Search for the applicant's file by entering known information in the search fields, such as the applicant code. If this is not known, enter known fields such as first name, last name and/or date of birth
4. Click **Find button** (a list of potential matches will appear)
5. Click on the applicant’s name (Application page opens)
6. Click **Notes tab**
7. Click **Add Note button**
8. Select Note type in the drop down, for example, Housing Provider General Note
9. Enter a detailed note
10. Click Save

Process ends

Unit Management

How to Search for a Property and a Unit

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- When entering a unit number in the unit field:
    - If the unit number populates, this indicates that the unit already exists in your unit inventory
    - If the unit number does not populate and 'no match' displays, it is not in your unit inventory. Refer to the process document How to Add a Unit

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field** *(potential matches will appear)*
6. Click **Property name**
7. Enter unit number in the **Unit Field** *(potential matches will appear)*
8. Click **Unit number**
9. Click **Find button** *(Property and unit information will appear)*

Process ends

How to Add a Unit

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- Before adding a unit, search to make sure the unit is not already in RentCafe
- When entering a unit number in the unit field:
    - If the unit number populates, this indicates that the unit already exists in your unit inventory, so there is no need to add it.
    - If the unit number does not populate and 'no match' displays, it is not in your unit inventory. Follow the steps below to add a unit

System Steps

1. Log into RentCafe-Site Manager (Social housing dashboard page opens)
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field**
6. Enter unit number in the **Unit Field**. If **'no match found'** displays, the unit can be added.
7. Click **Add Unit button**
8. Enter address or property name in the **Property field**
9. Enter unit number in the **Unit field**
10. Enter property floor plan in **Floor plan field**, for example, 1 bedroom
11. Select the applicable unit status in the **Status field**
12. Select the date the unit will be available from the **Calendar**
13. Check the **Modified box** if applicable
14. Click **Save**

Process ends

How to Change a Modified Unit Flag

Notes for Housing Provider

- If a unit is modified, it must be flagged as modified in RentCafe as this controls which applicants are eligible for this unit type
- This process outlines how to change the modified flag on a unit by either adding or removing the modified flag
- The modified flag cannot be added or removed by a housing provider. A request must be submitted to Access to Housing to have this action completed

System Steps

1. Send an email to ProviderTechSupport@toronto.ca with the subject line 'Request to Add/Remove Modified Unit Flag **– [Property address] – [Unit number]'.** In the email body, provide:
    a. Property address
    b. Unit number
    c. Include a list of features that make the unit modified or non-modified
2. Await a reply from Access to Housing, which will confirm when the modified flag has been updated

Process ends

How to Change a Unit Status

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- There are four options for unit status:
    - available for offer
    - vacant not available
    - rented not available
    - occupied

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field** *(potential matches will appear)*
6. Click **Property name**
7. Enter unit number in the **Unit Field** *(potential matches will appear)*
8. Click **Unit number**
9. Click **Find button** *(Property and unit information will appear)*
10. Click **Update button** in the last column *(Pop up opens)*
11. Select appropriate **Unit Status** in Status field dropdown menu. For example, Available for Offer
12. Click **Move Out date field** *(Calendar opens)*
13. Select the **Date from Calendar**
14. Click **Available Date field** *(Calendar opens)*
15. Select the **Date from Calendar**
16. Click **Save**

Process ends

Choice-Based Materials

Vacancy Submission Checklist

Notes for Housing Provider

- Refer to this checklist summary when uploading property and unit photos, property and unit amenities and floor plans
- There are also reminders of the requirements of photos and alt-text
- For the detailed process, refer to the following process documents:
    - Alt-Text Guidelines
    - How to Upload Property Images
    - How to Upload Unit Photos
    - How to Enter Property Amenities and Common Unit Amenities
    - How to Enter Unit Amenities
    - How to Upload a Floor Plan

Property Photos

Select Property – Property configuration – Content and settings – Photo gallery

1. Upload exterior building and common area photos
    a. Photo requirements:
        - File type is .jpg .bmp or .png
        - File size under 500 MB
        - Image size 720 pixels x 720 pixels
        - File name does not include special characters, such as \/: *? "<>|#%+&.'

2. Provide alt text:
    - Less than 200 characters
    - Photos must have a brief description of the purpose and content of the space. For example, “Recreation room with television and sound system”

Unit Photos

Company Configuration – Compliance Management - Review units - Add images - Fill in building and unit info

1. One photo of each space in the unit interior of the vacancy or a similar unit
    a. Unit photo requirements:
        - File type is .jpg .bmp or .png
        - File size under 500 MB
        - Image size 720 pixels x 720 pixels
        - File name does not include special characters, such as \/: *? "<>|#%+&.'
        - The image file name should indicate: “propertyaddress_floorplan.jpg” such as 176ElmStreet_1B.jpg. The file name must not include the unit number.

2. Provide alt-text:
   - Less than 200 characters
   - Photos must have a brief description of the purpose and content of the space. For example, “Bathroom with a three-piece toilet and bath with small vanity cabinet.”

How to Post a Vacancy through Choice-Based

A video tutorial is available for this process. All videos are available on the [RentCafe Vacancy Management Process Videos] document listed by page number.

Notes for Housing Provider

- Before posting a vacancy, the housing provider must upload the property and building images. For more information, refer to the following process documents:
  - How to Upload a Property Images
  - How to Upload Unit Photos

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field** *(potential matches will appear)*
6. Click **Property name**
7. Enter unit number in the **Unit Field** *(potential matches will appear)*
8. Click **Unit number**
9. Click **Find button** *(Property and unit information will appear)*
10. Click **Update button** in the Sync/Update column *(Unit status page opens)*
11. Select **Available for Offer** in Status dropdown
12. Click **Move Out Date** field to open calendar
13. Select **date** the tenant is moving out
14. Click **Available Date** field to open calendar
15. Select **date** the unit will be available
16. Click **Save** *(Review unit screen opens) and the follow statuses change:*
    a. Unit status changes to **Available for Offer – Pending**
    b. Choice-Based status changes to **Not Ready for Review**
17. Upload **Property Images**, if not already done, as per the relevant process document
18. Upload **Unit Images**, if not already done, as per the relevant process document
19. Click **Amenities button** in the Unit Amenities column
20. Click the **checkbox** to include unit amenities
21. Click **Save**
22. Click **Status button** *(Choice-Based Status page opens)*
23. Select **Ready for Review** in Choice-Based Status dropdown
24. Click **Save**
25. Cycle Management reviews the vacancy posted for a cycle to ensure it meets the vacancy requirement. The result will be either:
    a. **Reviewed Accepted** – Choice-Based status changes to Accepted and the vacancy will be entered in a Choice-Based cycle.
    b. **Reviewed Rejected** – Unit Status changes to Rejected and the vacancy will not be entered in a Choice- Based Cycle
26. If the vacancy is reviewed rejected, click **History button** in the Unit History

column

27. Review the **Note** in the Description column for the reason the vacancy was rejected
28. Make the corrections as stated in the rejection reason
29. Click **Status button** in the Sync/Update Column *(opens Choice-Based Status)*
30. Select **Ready for Review** in Choice-Based Status dropdown
31. Click **Save**

Process ends

How to Upload Property Images

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- When adding alternative text to describe an image, the description needs to be brief, easy to understand, clear and concise. For more information, review the process document Alt-Text Guidelines

System Steps when Uploading One Image

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Click **Add Images button** *(Add Images page opens)*
6. Enter **Property Address** in the Property field *(potential matches will appear)*
7. Click **Property name**
8. Click **Add Images button**
9. Click **Choose File**
10. Select **image** to upload from your computer directory
11. Click **Open button** to upload files
12. Click **Edit** on thumbnails to add **Alternative text** *(Edit image opens)*
13. Enter information in the **Alternative text** for description of the uploaded image
14. Click **Save Image**

Process ends

System Steps when Uploading Multiple Images

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Properties** from the top banner
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Click **Add Images button** *(Add Images page opens)*
6. Enter **Property Address** in the Property field *(potential matches will appear)*
7. Click **Property name**
8. Click **Add Images button**
9. Click **Choose File**
10. Select **all the images** to be uploaded from your computer directory
11. Click **Open button** to upload files
12. Click **Edit** on the thumbnails to add **Alternative text** *(Edit image opens)*
13. Enter information in the **Alternative text** for description of the uploaded image
14. Repeat steps 15 and 16 for all uploaded images
15. Click **Save Image**

Process ends

How to Enter Property Amenities and Common Unit Amenities

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- Amenities should be updated any time changes are made at the property or unit level

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Select Property** from the top banner
3. Enter **Property Address** in the search field on the right side (*potential matches will appear)*
4. Click the applicable **property address** listed *(Property information page opens)*
5. Click **Compliance Management tab**
6. Click **Choice-Based Configuration menu** *(the system populates the amenities template)*
7. Click the **checkbox** to **exclude amenities <u>not</u> available** in the building
8. Optional: Add text in the **Additional Description** field if any amenity needs further information or explanation
9. Click **Save**

Process ends

How to Upload a Floor Plan

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- When adding alternative text to describe an image, the description needs to be brief, easy to understand, clear and concise. For more information, review the process document Alt-Text Guidelines

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click Compliance Management tab
4. Click **Review Units tab** *(Review unit page opens)*
5. Click **Add Images button** *(Add Images page opens)*
6. Enter **Property Address** in the Property field *(potential matches will appear)*
7. Click **Property name**
8. Enter **Property Floor Plan** in **Floor Plan** field. For example, 1 bedroom
9. Enter **Unit Number** in **Unit** field
10. Click **Add Images button**
11. Click **Choose File**
12. Select **floor plan image** to upload from your computer directory
13. Click **Open**
14. Enter information in the **Alternative text** for description of the uploaded image
15. Click **Save Image**

Process ends

Alt-Text Guidelines

Alternative-Text (Alt-Text) is used to describe the content of the images that housing providers are uploading to meet accessibility requirements. Here are guidelines for including alt-text in RentCafe.

- Keep it short and descriptive, no more than 200 characters.
- Describe what the picture is showing and consider the context is for a potential tenant
- Do not include the words “image of” or “photo of”
- No need to repeat what has been included in the building and unit amenities, such as unit orientation or number of bedrooms.
- Consider if the alt-text, as written, contributes to someone's understanding of the unit and if it is suitable to them as a tenant. Does the alt-text provide an adequate description of the property and unit images provided?

Property Level Images Examples:

- "Building lobby entrance with ramp and large foyer"
- "Building laundry room with multiple windows and 8 visible washers and 6 visible dryers"

Unit Level Images Examples:

- "Unit interior main room, floor to ceiling window at the center and doors on left and right walls"
- "Unit kitchen, galley style with upper and lower cupboards on both sides and interior door at end"
- "Floor Plan L shaped layout with bedroom on short end, living area on long end and entry and kitchen at the intersection"

How to Upload Unit Photos

A video tutorial is available for this process. All videos are available on the [RentCafe Vacancy Management Process Videos] document listed by page number.

Notes for Housing Provider

- When adding alternative text to describe an image, the description needs to be brief, easy to understand, clear and concise. For more information, review the process document Alt-Text Guidelines

System Steps when Uploading One Photo

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Click **Add Images button** *(Add Images page opens)*
6. Enter **Property Address** in the Property field *(potential matches will appear)*
7. Click **Property name**
8. Enter **Property Floor Plan** in ***Floor Plan*** field. For example, 1 bedroom
9. Enter **Unit Number** in **Unit** field
10. Click **Add Images button**
11. Click **Choose File**
12. Select Image to upload from your computer directory
13. Click **Open button**
14. Enter information in the **Alternative text** for description of the uploaded image
15. Click **Save Image**

Process ends

System Steps when Uploading Multiple Photos

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Click **Add Images button** *(Add Images page opens)*
6. Enter **Property Address** in the Property field *(potential matches will appear)*
7. Click **Property name**
8. Enter **Property Floor Plan** in Floor Plan field. For example, 1 bedroom
9. Enter **Unit Number** in **Unit** field
10. Click **Add Images button**
11. Click **Choose File**
12. Select **all the images** to be uploaded from your computer directory
13. Click **Open button**
14. Click **Edit** on the thumbnails to add **Alternative text** *(Edit image opens)*
15. Enter information in the **Alternative text** for description of the uploaded image
16. Repeat steps 14 and 15 for all uploaded images
17. Click **Save Image**

Process ends

How to Enter Unit Amenities

A video tutorial is available for this process. All videos are available on the [RentCafe Vacancy Management Process Videos] document listed by page number.

Notes for Housing Provider

- Amenities should include all amenities that are specific or different for the particular unit. For example, some units in a building are carpeted and some are non-carpeted, so both amenities are included on the property level. When entering unit amenities, this is the place to check that this particular unit is carpeted.

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field** *(potential matches will appear)*
6. Click **Property name**
7. Enter unit number in the **Unit Field** *(potential matches will appear)*
8. Click **Unit number**
9. Click **Find button** *(Property and unit information will appear)*
10. Click **Amenities button** in the Unit Amenities column
11. Click the **checkbox** to include unit amenities
12. Click **Save**

Process ends

How to Change a Choice-Based Status

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click Compliance Management tab
4. Click **Review Units tab** *(Review unit page opens)*
5. Select the **Unit Status** in the **Unit Status Field.** For example, Available for Offer - Pending
6. Enter property address or property name in the **Property field** *(potential matches will appear)*
7. Click **Property name**
8. Enter unit number in the **Unit Field** *(potential matches will appear)*
9. Click **Unit number**
10. Click **Find button** *(Property and unit information will appear)*
11. Click **Status button** *(Choice-Based status pop up opens)*
12. Select appropriate **Unit Status** in the Choice-Based Status field dropdown menu**.** For example, Ready for Review
13. Click **Save**

Process ends

How to Update Unit Available Date

A video tutorial is available for this process. All videos are available on the [RentCafe Vacancy Management Process Videos] document listed by page number.

Notes for Housing Provider

- The unit available date can be changed any time before the choice-based cycle opens that the unit will be entered into

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click Compliance Management tab
4. Click **Review Units tab** *(Review unit page opens)*
5. Select the **Unit Status** in the **Unit Status** field**.** For example, Available for Offer - Pending
6. Enter property address or property name in the **Property field** *(potential matches will appear)*
7. Click **Property name**
8. Enter unit number in the **Unit Field** *(potential matches will appear)*
9. Click **Unit number**
10. Click **Find button** *(Property and unit information will appear)*
11. Click **Update button** in Sync/Update column *(pop up box displays)*
12. Click on the **Move Out date** *(Calendar opens)*
13. Choose **date** from the calendar
14. Click on the **Available date** *(Calendar opens)*
15. Choose **date** from the calendar
16. Click **Save**

Process ends

How to Determine if a Unit is in a Current Cycle

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Select the **Available for Offer and Available-local Priority** in the **Unit Status** field
6. Enter property address or property name in the **Property field** *(potential matches will appear)*
7. Click **Property name**
8. Select the appropriate **Cycle** date from the dropdown menu in the **Cycle Name**
9. field. For example, 2022-May-19
10. Click **Find** *(Property information with unit displays)*
    a. If property and unit information display this means the unit(s) have been added to the current cycle
    b. If no property or unit(s) displays this means there are no units in the current cycle

Process ends

How to Place an Applicant “On Offer” through Choice-Based

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- Placing an applicant on offer links the applicant to the vacancy and by doing so, the application status changes to “On Offer” and the unit status changes to “On Offer”
- Part of placing an applicant “On Offer” includes doing an arrears check; these steps are included in this process
- Province Wide Arrears Database (PWAD)

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Select **Available for Offer** and **Available for Offer - local priority** in **Unit Status** field
6. Select **Cycle** in Cycle Name field. For example, 2022-sep-02
7. Enter property address or property name in the **Property field** *(potential matches will appear)*
8. Click **Property name**
9. Enter unit number in the **Unit Field** *(potential matches will appear)*
10. Click **Unit number**
11. Click **Find button** *(Property and unit information will appear)*
12. Click **Expression of Interest button** in Expression of Interest Column *(Current Cycle page opens displaying the name and applicant code of the highest ranking applicant)*
13. Click **Add offer** *(Offer Page opens)*
14. Click **Save**

System Steps to Check for Arrears

15. Click **Offers button** in Offer column *(Offers page opens)*
16. Click on the **Applicant name** to open applicant's file
17. Click **Arrears Tab**
18. Click **Check Arrears button**
19. Review the results displayed on screen. Sort the results by date using the 'RentCafe last checked column', to reference the most recent check. Potential results could be:
    a. *"No Match Found" or*
    b. *Match found in which a full record will display with name, date of birth, amount owed, provider details and a score*
20. **If a match is not found,** proceed to call the applicant to make the offer

Process ends

Steps When an Arrears Match is Found

1. Email Access to Housing at ProvderTechSupport@toronto.ca ask them to verify the arrears match
    a. The subject line should be "On-Offer/Check Arrears Match"
    b. The email must include applicant code, applicant name, description of offer details and request for review of the PWAD match.
2. Call the applicant on offer to inform them of the possible PWAD match that is under review by Access to Housing.
3. If Access to Housing determines it is not a true match, proceed to call the applicant to make the offer
4. If Access to Housing determines it is a true match:
    a. Access to Housing will advise the housing provider that they cannot proceed with the housing offer
    b. Housing provider is to contact the applicant to advise the offer will be withdrawn due to the outstanding arrears
    c. Access to Housing will 'withdraw' the offer and communicate with the applicant on next steps regarding the arrears
    d. Housing Provider will proceed to place the next highest ranked applicant on offer

Process ends

To continue with the offer process, see the process document How to Complete the Offer Process.

Direct Allocation Materials

How to Post a Vacancy Through Direct Allocation

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- The housing provider must request that the unit be excluded from Choice-Based in order to make an offer through direct allocation. The housing provider must submit the request immediately upon posting it to RentCafe to prevent the unit from being added into a Choice-Based cycle. For more information, refer to the process document How to Request a Unit be Excluded from Choice-Based

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field** *(potential matches will appear)*
6. Click **Property name**
7. Enter unit number in the **Unit Field** *(potential matches will appear)*
8. Click **Unit number**
9. Click **Find button** *(Property and unit information will appear)*
10. Click **Update button** in the Sync/Update column *(Unit status page opens)*
11. Select **Available for Offer** in Status dropdown
12. Click **Move Out Date** field to open calendar
13. Select **date** the tenant is moving out
14. Click **Available Date** field to open calendar
15. Select **date** the unit will be available
16. Click **Save** *(Review unit screen opens) and the follow statuses change:*
    a. Unit status changes to **Available for offer – pending**
    b. Choice-Based status changes to **Not Ready for Review**

Process ends

How to Request a Vacancy be Excluded from Choice-Based

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- Before requesting a vacancy to be excluded from choice-based, the housing provider must post the vacancy for direct allocation. For information on this, refer to the process document How to Determine if a Unit is in a Current Cycle

System Steps

1. Send an email to ProviderTechSupport@toronto.ca with the subject line '**Exclusion Request – [Property address] – [Unit number]'.** In the email body, provide:
    a. Property address
    b. Unit number
    c. Reason for exclusion from choice-based, for example, internal transfer – over-housed.
    d. Applicant code, if available
2. Await a reply from Access to Housing, which will confirm when the unit is excluded

Process ends

How to Determine if a Vacancy has been Excluded from Choice-Based

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field** *(potential matches will appear)*
6. Click **Property name**
7. Enter unit number in the **Unit Field** *(potential matches will appear)*
8. Click **Unit number**
9. Click **Find button** *(Property and unit information will appear)*
10. Confirm the **box** is checked under the **Exclude From Cycle** column

Process ends

How to Place an Applicant "On Offer" through Internal Transfer - RGI to RGI

A video tutorial is available for this process. All videos are available on the [RentCafe Vacancy Management Process Videos] document listed by page number.

Notes for Housing Provider

- When placing an applicant "On Offer" by internal transfer – RGI, the housing provider will need the applicant code and the property must be listed in the applicants file under "Building Complex" tab
- Placing an applicant on offer links the applicant to the vacancy and by doing so, the application status changes to "On Offer" and the unit status changes to "On Offer"
- Part of placing an applicant "On Offer" includes doing an arrears check; these steps are included in this process
- Province Wide Arrears Database (PWAD)

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field** *(potential matches will appear)*
6. Click **Property name**
7. Enter unit number in the **Unit Field** *(potential matches will appear)*
8. Click **Unit number**
9. Click **Find button** *(Property and unit information will appear)*
10. Click **Applicants button** in the **Choose Applicants** column *(Choose Applicant page opens)*
11. Search for the applicant's file by entering known information in the search fields, such as the applicant code. If this is not known, enter known fields such as first name and/or last name.
12. Click **Find button** *(a list of potential matches will appear)*
13. Click on the applicant's name to open the profile (*Application page opens)*
14. Click **Offers button** ***(****Offers page opens)*
15. Select **Internal Transfer-RGI** in Offer Type dropdown
16. Click **Date Offered** field *(Calendar opens)*
17. Select **Offer Date** from the Calendar
18. Click **Save**

System Steps to Check for Arrears

19. Click **Offers button** in Offer column *(Offers page opens)*
20. Click on the **Applicant name** to open applicant's file
21. Click **Arrears Tab**
22. Click **Check Arrears button**
23. Review the results displayed on screen. Sort the results by date using the 'RentCafe last checked column', to reference the most recent check. Potential results could be:

    a. *"No Match Found" or*
    b. *Match found in which a full record will display with name, date of birth, amount owed, provider details and a score*
24. **If a match is not found,** proceed to call the applicant to make the offer

Process ends

Steps When an Arrears Match is Found

1. Email Access to Housing at ProviderTechSupport@toronto.ca to ask them to verify the arrears match
    a. The subject line should be "On-Offer/Check Arrears Match"
    b. The email must include: applicant code, applicant name, description of offer details and request for review of the PWAD match.
2. Call the applicant on offer to inform them of the possible PWAD match that is under review by Access to Housing.
3. If Access to Housing determines it is **not a true match**, proceed to call the applicant to make the offer
4. If Access to Housing determines it is **a true match**:
    a. Access to Housing will advise the housing provider that they cannot proceed with the housing offer
    b. Housing provider is to contact the applicant to advise the offer will be withdrawn due to the outstanding arrears
    c. Access to Housing will 'withdraw' the offer and communicate with the applicant on next steps in regards to the arrears
    d. Housing Provider will proceed to place the next highest ranked applicant on offer

Process ends

To continue with the offer process, see the process document How to Complete the Offer Process.

How to Place an Applicant “On Offer” through Internal Transfer – Over-Housed

A video tutorial is available for this process. All videos are available on the [RentCafe Vacancy Management Process Videos] document listed by page number.

Notes for Housing Provider

- When placing an applicant on offer for internal transfer over-housed, the housing provider will need the applicant code and the property must be listed in the applicants file under 'Building Complex' tab
- Placing an applicant on offer links the applicant to the vacancy and by doing so, the application status changes to “On Offer” and the unit status changes to “On Offer”
- Part of placing an applicant “On Offer” includes doing an arrears check; these steps are included in this process
- Province Wide Arrears Database (PWAD)

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field** *(potential matches will appear)*
6. Click **Property name**
7. Enter unit number in the **Unit Field** *(potential matches will appear)*
8. Click **Unit number**
9. Click **Find button** *(Property and unit information will appear)*
10. Click **Applicants button** in the **Choose Applicants** column *(Choose Applicant page opens)*
11. Search for the applicant's file by entering known information in the search fields, such as the applicant code. If this is not known, enter known fields such as first name or last name.
12. Click **Find button** *(a list of potential matches will appear)*
13. Click on the applicant’s name to open the profile (*Application page opens)*
14. Click **Offer button** ***(****Offer page opens)*
15. Select **Internal transfer-Over housed** in Offer Type drop down
16. Click **Date Offered** field *(Calendar opens)*
17. Select **Offer Date** from the Calendar
18. Click **Save**

System Steps to Check for Arrears

19. Click **Offers button** in Offer column *(Offers page opens)*
20. Click on the **Applicant name** to open applicant's file
21. Click **Arrears Tab**
22. Click **Check Arrears button**
23. Review the results displayed on screen. Sort the results by date using the 'RentCafe last checked column', to reference the most recent check. Potential

results could be:

    a. *"No Match Found" or*
    b. *Match found in which a full record will display with name, date of birth, amount owed, provider details and a score*

24. **If a match is not found,** proceed to call the applicant to make the offer

Process ends

Steps When an Arrears Match is Found

1. Email Access to Housing at ProviderTechSupport@toronto.ca to ask them to verify the arrears match
    a. The subject line should be "On-Offer/Check Arrears Match"
    b. The email must include: applicant code, applicant name, description of offer details and request for review of the PWAD match.
2. Call the applicant on offer to inform them of the possible PWAD match that is under review by Access to Housing.
3. If Access to Housing determines it is **not a true match**, proceed to call the applicant to make the offer
4. If Access to Housing determines it is **a true match**:
    a. Access to Housing will advise the housing provider that they cannot proceed with the housing offer
    b. Housing provider is to contact the applicant to advise the offer will be withdrawn due to the outstanding arrears
    c. Access to Housing will 'withdraw' the offer and communicate with the applicant on next steps in regards to the arrears
    d. Housing Provider will proceed to place the next highest ranked applicant on offer

Process ends

To continue with the offer process, see the process document How to Complete the Offer Process.

How to Place an Applicant “On Offer” In-Situ – Market Rent to RGI

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- When placing an applicant “On Offer” for in-situ, the housing provider will need the applicant code and the property must be listed in the applicants file under 'Building Complex' tab.
- Placing an applicant on offer links the applicant to the vacancy and by doing so, the application status changes to “On Offer” and the unit status changes to “On Offer”
- Part of placing an applicant “On Offer” includes doing an arrears check; these steps are included in this process
- Province Wide Arrears Database (PWAD)

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field** *(potential matches will appear)*
6. Click **Property name**
7. Enter unit number in the **Unit Field** *(potential matches will appear)*
8. Click **Unit number**
9. Click **Find button** *(Property and unit information will appear)*
10. Click **Applicants button** in the **Choose Applicants** column *(Choose Applicant page opens)*
11. Search for the applicant's file by entering known information in the search fields, such as the applicant code. If this is not known, enter known fields such as first name and/or last name.
12. Click **Find button** *(a list of potential matches will appear)*
13. Click on the applicant’s name to open the profile (*Application page opens)*
14. Click **Offers button** ***(****Offers page opens)*
15. Select **Market to RGI** in Offer Type dropdown
16. Click **Date Offered** field *(Calendar opens)*
17. Select **Offer Date** from the Calendar
18. Click **Save**

System Steps to Check for Arrears

19. Click **Offers button** in Offer column *(Offers page opens)*
20. Click on the **Applicant name** to open applicant's file
21. Click **Arrears Tab**
22. Click **Check Arrears button**
23. Review the results displayed on screen. Sort the results by date using the 'RentCafe last checked column', to reference the most recent check. Potential results could be:

    a. *"No Match Found" or*
    b. *Match found in which a full record will display with name, date of birth, amount owed, provider details and a score*
24. **If a match is not found,** proceed to call the applicant to make the offer

Process ends

Steps When an Arrears Match is Found

1. Email Access to Housing at ProviderTechSupport@toronto.ca to ask them to verify the arrears match
    a. The subject line should be "On-Offer/Check Arrears Match"
    b. The email must include applicant code, applicant name, description of offer details and request for review of the PWAD match.
2. Call the applicant on offer to inform them of the possible PWAD match that is under review by Access to Housing.
3. If Access to Housing determines it is **not a true match**, proceed to call the applicant to make the offer
4. If Access to Housing determines it is **a true match**:
    a. Access to Housing will advise the housing provider that they cannot proceed with the housing offer
    b. Housing provider is to contact the applicant to advise the offer will be withdrawn due to the outstanding arrears
    c. Access to Housing will 'withdraw' the offer and communicate with the applicant on next steps regarding the arrears
    d. Housing Provider will proceed to place the next highest ranked applicant on offer

Process ends

To continue with the offer process, see the process document How to Complete the Offer Process.

How to Place an Applicant "On Offer" Through Referral Agreement

A video tutorial is available for this process. All videos are available on the [RentCafe Vacancy Management Process Videos] document listed by page number.

Notes for Housing Provider

- When placing an applicant on offer by a referral agreement, the housing provider will need the applicant code and the property must be listed in the applicants file under "Building Complex" tab
- Placing an applicant on offer links the applicant to the vacancy and by doing so, the application status changes to "On Offer" and the unit status changes to "On Offer"
- Part of placing an applicant "On Offer" includes doing an arrears check; these steps are included in this process
- Province Wide Arrears Database (PWAD)

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click Compliance Management tab
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field** *(potential matches will appear)*
6. Click **Property name**
7. Enter unit number in the **Unit Field** *(potential matches will appear)*
8. Click **Unit number**
9. Click **Find button** *(Property and unit information will appear)*
10. Click **Applicants button** in the **Choose Applicants** column *(Choose Applicant page opens)*
11. Search for the applicant's file by entering known information in the search fields, such as the applicant code. If this is not known, enter known fields such as first name and/or last name.
12. Click **Find button** *(a list of potential matches will appear)*
13. Click on the applicant's name to open the profile (*Application page opens)*
14. Click **Offers button** ***(****Offers page opens)*
15. Select **Referral Agreement** in Offer Type dropdown
16. Click **Date Offered** field *(Calendar opens)*
17. Select **Offer Date** from the Calendar
18. Click **Save**

System Steps to Check for Arrears

19. Click **Offers button** in Offer column *(Offers page opens)*
20. Click on the **Applicant name** to open applicant's file
21. Click **Arrears Tab**
22. Click **Check Arrears button**
23. Review the results displayed on screen. Sort the results by date using the 'RentCafe last checked column', to reference the most recent check. Potential

results could be:
   a. *"No Match Found" or*
   b. *Match found in which a full record will display with name, date of birth, amount owed, provider details and a score*

24. **If a match is not found,** proceed to call the applicant to make the offer

Process ends

Steps When an Arrears Match is Found

1. Email Access to Housing at mailto: ProviderTechSupport@toronto.ca to ask them to verify the arrears match
   a. The subject line should be "On-Offer/Check Arrears Match"
   b. The email must include applicant code, applicant name, description of offer details and request for review of the PWAD match.
2. Call the applicant on offer to inform them of the possible PWAD match that is under review by Access to Housing.
3. If Access to Housing determines it is not a true match, proceed to call the applicant to make the offer
4. If Access to Housing determines it is a true match:
   a. Access to Housing will advise the housing provider that they cannot proceed with the housing offer
   b. Housing provider is to contact the applicant to advise the offer will be withdrawn due to the outstanding arrears
   c. Access to Housing will “withdraw” the offer and communicate with the applicant on next steps regarding the arrears
   d. Housing Provider will proceed to place the next highest ranked applicant on offer

Process ends

To continue with the offer process, see the process document How to Complete the Offer Process.

Offer Process

How to Make an Offer by Email

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- The senders email address will automatically be populated
- In the offer template, do not state the unit number, only the property address
- In the offer template, the deadline to call back date **must be 48 hours from the time of the email being sent**

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click on the **Applications Filter tile** *(Application page opens)*
3. Search for the applicant's file by entering known information in the search fields, such as the applicant code. If this is not known, enter known fields such as first name, last name and/or date of birth
4. Click **Find button** *(a list of potential matches will appear)*
5. Click on the applicant's name to open the profile (*Application page opens)*
6. Click **Notes tab**
7. Click **Add Note button**
8. Select **Housing Offer Email** in the **Note type** dropdown menu *(template opens)*
9. Replace the following templated text, which appears in red font, with the **specific offer information** before sending to applicant:
    a. **Insert address only not unit number**
    b. **Insert date (deadline date must be 48 hours from the time of email being sent)**
    c. **Housing Provider Name**
    d. **Contact Name**
    e. **Phone number**
10. Select the **'send email to applicant' checkbox**
11. Input **'RGI Housing Offer'** in the email subject
12. Click **Save**

Process ends

How to Reset to On Offer from Accepted Status

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- A housing provider can change a unit status from 'accepted' back to "On Offer" if the applicant changes their mind to not to accept the offer before moving in

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Select **Accepted** in Unit Status field dropdown
6. Enter property address or property name in the **Property field** *(potential matches will appear)*
7. Click **Property name**
8. Enter unit number in the **Unit Field** *(potential matches will appear)*
9. Click **Unit number**
10. Click **Find button** *(Property and unit information will appear)*
11. Click **Offers Button** in Offer column
12. Click **Edit** *(Pop up opens)*
13. Click **Reset to On Offer** button
14. Select **On Offer** in Unit Status field dropdown
15. Click **Find** *(Property and unit information including updated status will appear)*

Process ends

How to Complete the Offer Process

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- An applicant must be "On Offer" to complete the system steps outlined in the offer process. For the system steps, see the process document How to Place an Applicant on Offer. Once an applicant is placed on offer, the vacancy and the unit status changes to "On Offer"
- There are several different phases of the offer process depending on the outcome. Each phase is outlined below, along with the subsequent system steps.

System Steps

System steps for when an applicant agrees to view the unit:

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field** *(potential matches will appear)*
6. Click **Property name**
7. Enter unit number in the **Unit Field** *(potential matches will appear)*
8. Click **Unit number**
9. Click **Find button** *(Property and unit information will appear)*
10. Click **Offer** button in the Offer column *(Offers page opens)*
11. Click **Edit** *(Offer page opens)*
12. Select **Verbal Acceptance** in Secondary status.
13. Click **Verbal Accepted Date** field *(Calendar opens)*
14. Choose the **Date** from the calendar
15. Enter a detailed **Note** for the offer process in Note field
16. Click **Save**

System steps for when an applicant has viewed the unit, accepted the offer and a lease signing is scheduled:

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field** *(potential matches will appear)*
6. Click **Property name**
7. Enter unit number in the **Unit Field** *(potential matches will appear)*
8. Click **Unit number**
9. Click **Find button** *(Property and unit information will appear)*
10. Click **Offer** button in the Offer column *(Offers page opens)*
11. Click **Edit** *(Offer page opens)*

12. Select '**Accepted'** from the drop-down menu in the **Offer Status** field
13. Click **Date Accepted** field *(Calendar opens)*
14. Choose the date from the calendar. Enter the date the lease will be signed.
15. Click **Move In Date** Field *(Calendar opens)*
16. Choose the date from the calendar. This is the estimated move-in date.
17. Enter a detailed updated note for the offer process in **Note** field
18. Click **Save**

System steps once the applicant has moved in:

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field** *(potential matches will appear)*
6. Click **Property name**
7. Enter unit number in the **Unit Field** *(potential matches will appear)*
8. Click **Unit number**
9. Click **Find button** *(Property and unit information will appear)*
10. Click **Update button** in the last column *(Pop up opens)*
11. Select **Occupied** from the dropdown menu in the **Status** field
12. Enter note in **Reason For Status Change** field
13. Click **Save**

Process ends

Note: If an applicant decides they no longer want the unit and have not moved in, the unit status can be "Reset to On Offer" from "Accepted" status so that the provider can now document the offer as a "**Refusal**". See process document How to Reset to On Offer From Accepted Status**.**

System steps for when an applicant has refused the offer:

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field** *(potential matches will appear)*
6. Click **Property name**
7. Enter unit number in the **Unit Field** *(potential matches will appear)*
8. Click **Unit number**
9. Click **Find button** *(Property and unit information will appear)*
10. Click **Offer** button in the Offer column *(Offers page opens)*
11. Click **Edit** *(Offer page opens)*
12. Select "**Refused**" from the drop down menu in the **Offer Status** field
13. Click **Refusal Date** field *(Calendar opens)*
14. Choose the date from the calendar
15. Select **Refusal Reason** from the drop down in **Refusal Reason** field.

16. Enter a detailed **Refusal reason** in the **Refusal Details** field
17. Click **Save**

Process ends

System steps for when an offer is a withdrawal:

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field** *(potential matches will appear)*
6. Click **Property name**
7. Enter unit number in the **Unit Field** *(potential matches will appear)*
8. Click **Unit number**
9. Click **Find button** *(Property and unit information will appear)*
10. Click **Offer** button in the Offer column *(Offers page opens)*
11. Click **Edit** *(Offer page opens)*
12. Select **'Withdrawal'** from the drop-down menu in the **Offer Status** field
13. Click **Withdrawal Date** field *(Calendar opens)*
14. Choose the date from the calendar
15. Select **Withdrawal Reason** from the drop down in **Withdrawal Reason** field.
16. Enter a detailed **Withdrawal reason** in the **Withdrawal Details** field
17. Click **Save**

Process ends

System steps for when an offer is declined to offer:

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field** *(potential matches will appear)*
6. Click **Property name**
7. Enter unit number in the **Unit Field** *(potential matches will appear)*
8. Click **Unit number**
9. Click **Find button** *(Property and unit information will appear)*
10. Click **Offer** button in the Offer column *(Offers page opens)*
11. Click **Edit** *(Offer page opens)*
12. Select **'Declined to Offer'** from the drop down menu in the **Offer Status** field
13. Click **Declined to Offer Date** field *(Calendar opens)*
14. Choose the date from the calendar
15. Select **Declined to Offer Reason** from the drop down in **Declined to Offer Reason** field
16. Enter a detailed **Declined to Offer reason** in the **Declined to Offer Details** field
17. Click **Save**

Process ends

Current Household Processes

How to Create an Over-Housed Application for a New File

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- When a housing provider needs to add an over-housed tenant to the CWL, they must search RentCafe for an existing file.
  - **If an application is not found**, the housing provider is to proceed to create a new application as per this process
  - **If an existing file is found**, in eligible status, use the existing file to flag as over-housed on the CWL, as per the How to Create an Over-Housed Application from Eligible Status
- It is important for a service ticket to be created, so that the Over-housed indictor can be added to household's file. A ticket is triggered for Access to Housing to add the over-housed indicator

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click on the **Applications Filter tile** *(Application page opens)*
3. Search for the applicant's file by entering known information in the search fields, such as the applicant code. If this is not known, enter known fields such as first name, last name and/or date of birth
4. Click **Find button** *('no data available' will display)*
5. Click **Create Application & Service Ticket button** on the top right corner of the page *(New application pop up opens)*
6. Select **No** from "Is the application already associated with a tenant?" dropdown
7. Select **Over-housed- New Application Checklist** from Service Ticket Template dropdown
8. Enter the following fields based on applicant information. The information entered should match the Status in Canada document.
   a. First name
   b. Last name
   c. Date of birth
9. Click **Save** *(Application page opens)*
10. Click **Household Member tab**
11. Click **Edit button** *(Tell Us About Applicant page opens)*
12. Enter the following applicant information:
    a. First name
    b. Last name
    c. Select Appropriate Status in Canada
    d. Date of birth
    e. Select **Yes** or **No** in "Are you a Full-time student?" field?
13. Click **Next**
14. Enter the following applicant information in the **Address tab** based on Applicant's current address
    a. Mailing Street Number and Street Name

b. Mailing Unit Number
c. Mailing City
d. Mailing Province
e. Mailing Postal code

15. Click the **checkbox** if current address is the same as mailing address. If **not**
16. enter the following:
    a. Current Street Number and Street Name
    b. Current Unit Number
    c. Current City
    d. Current Province
    e. Current Postal code
17. Select **Yes** in the “Is this a rent-geared-to-income unit?” field
18. Click **Next**
19. Enter applicant information in the **Contact Tab**:
    a. Email address
    b. Does applicant receive email. A confirmation window opens. Click Accept.
    c. Phone number (must enter at least one phone number)
    d. Select the primary phone type in the Primary Phone Type field
20. Click **Next**
21. If there is no alternative contact, leave blank and go step 24. If there is an
22. **alternative contact**, enter the following information:
    a. Contact Name
    b. Contact Relationship
    c. Contact Phone Number
    d. Contact Email
23. Click **Next**
24. Answer **Other** question
25. Select an option from the dropdown for **‘**In Canada, the term "Indigenous” includes First Nations, Inuit and Metis. Do you identify with any of these three groups?’ field
26. Click **Next** *(Returns to application page)*
27. Click **Add Co-applicant button** if applicable *(Tell us About Co-applicant page opens)*
28. Enter the following **Co-applicant** information:
    a. First name
    b. Last name
    c. Status in Canada
    d. Date of birth
    e. Relation to applicant
    f. Are you a full-time student?
29. Click **Next**
30. Click **Add Dependents button,** if applicable for children under the age of 16
31. Enter the following Dependent information:
    a. First name
    b. Last name

c. Status in Canada
d. Date of birth
e. Relation to applicant
f. Do you have custody/access agreement for this child?

32. Click **Save**
33. Click **Incomes tab**
34. Click **Add income** *(Tell Us About Your Income page opens)*
35. Select **Name** (Applicant's name) in 'Who does the income belong to?' field.
36. Select **Notice of Assessment** in Income Document type field
37. Select **How often income** (Annual) is paid in the How often is the income paid
38. Enter **Amount** in how much income field
39. Click **Save**
40. Repeat steps 36 – 40 to enter the income information for all applicants added to the file over the age of 16.
41. Click **Documents tab** *(Upload document page opens)*
42. Click **Upload** in Notice of Assessment field *(Upload document page opens)*
43. Click **Choose file**
44. Select the file **(most recent Notice of Assessment)** to upload from your computer directory
45. Click **Open**
46. Click **Upload**
47. Repeat steps 42 – 47 to upload the Notice of Assessment for any household member over the age of 16
48. Click **Upload** in 'Provide document showing proof of Canadian Citizenship' field
49. *(Upload document pop up page opens)*
50. Click **Choose file**
51. Select the **Status document** to upload from your computer directory
52. Click **Open**
53. Click **Upload**
54. Repeat steps 49 – 53 to upload a Status document for all household members
55. Click **Upload** in the Optional-Scan other household document field *(Upload document page opens)*
56. Click **Choose file**
57. Select the file (the **Notice of Decision-Over-housed** that was given to the household) to upload from your computer directory
58. Click **Open**
59. Click **Upload**
60. Click **Notes tab**
61. Click **Add Note**
62. Select **Housing Provider General Note** in the Note type dropdown menu
63. Enter **detailed note.** For example, 'created application for over-housed tenant' or explanation if provider entered information that was different from what was included on the Notice of Decision-Over-housed form
64. Click **Save**
65. Click **Service Tickets tab**
66. Click **Edit** for the Service Ticket named 'Over-housed-New Application Checklist'

(*Edit Service ticket page opens)*

67. Select **In-Progress-In-Progress** in Status dropdown menu
68. Click **Save**
69. Click **Tasks tab** (*a required checklist displays)*
70. Review **Tasks**
71. Click the **checkbox** for each completed task
72. Click **Save**
73. Click **Service Ticket tab** *(the status changes to Closed)*
74. Close the Edit Service Ticket page by clicking the x in the top right corner

Process ends

How to Create an Over-Housed Application for Eligible File

Notes for Housing Provider

- It is important to review the household composition and update by adding or deactivating household members
- For any co-applicant or dependent added to a file, the housing provider must upload the member's status in Canada and Notice of Assessment for anyone over the age of 16
- It is important for a service ticket to be created, so that the Over-housed indictor can be added to household's file. A ticket is triggered for Access to Housing to add the over-housed indicator

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click on the **Applications Filter tile** *(Application page opens)*
3. Search for the applicant's file by entering known information in the search fields, such as the applicant code. If this is not known, enter known fields such as first name, last name and/or date of birth
4. Click **Find button** *(a list of potential matches will appear)*
5. Click on the applicant's name to open the profile (*Application page opens; defaults to the Status tab)*
6. Confirm applicant file's **current status is Eligible** at the top of the page or under the status column
7. Click **Household Member tab**
8. Click **Edit** for Head of Household *(Tell Us About Applicant page opens)*
9. Click **Address tab** *(Address information displays)*
10. Verify the address is currently where the household lives; update if necessary
11. Click **Save**
12. Review the household members listed to determine if household composition needs to be updated (members to be added or removed)
13. If applicable, to remove any household members who are not part of the current tenancy, click **Deactivate button** (*Confirmation Message pops up) and* click **Ok**
14. If applicable, to add members to the household composition, click **Add Co-applicant button** *(Tell us About Co-applicant page opens)*
15. Enter the following **Co-applicant** information:
    a. First name
    b. Last name
    c. Status in Canada
    d. Date of birth
    e. Relation to applicant
    f. Are you a full-time student?
16. Click **Next**
17. If applicable, to add members to the household composition, click **Add Dependents button** for children under the age of 16
18. Enter the following **Dependent** information:
    a. First name
    b. Last name

   c. Status in Canada
   d. Date of birth
   e. Relation to applicant
   f. Do you have custody/access agreement for this child?

19. Click **Save**
20. Click **Documents tab**
21. If applicable for new members added, upload **Status in Canada document** for each household member in their respective fields beside their names
22. If applicable for new members added over the age of 16, upload **Notice of Assessment** in their respective fields beside their names
23. Click **Service Tickets tab**
24. Click **Add Service Ticket button** *(Add service ticket page opens)*
25. Select from Template dropdown
26. Select **Over-housed**
27. Click **Save**
28. Click **Upload** in the Optional-Scan other household document field *(Upload document page opens)*
29. Click **Choose file**
30. Select the file (the **Notice of Decision-Over-housed** that was given to the household) to upload from your computer directory
31. Click **Open**
32. Click **Upload**
33. Click **Notes tab**
34. Click **Add Note**
35. Select **Housing Provider General Note** in the Note type dropdown menu
36. Enter **detailed note.** For example, 'created application for over-housed tenant' or explanation if provider entered information that was different from what was included on the Notice of Decision-Over-housed form
37. Click **Save**

Process ends

How to Add a Tenant to the In-Situ List – Building Complex – Applicants Currently Residing (BCACR) Report

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- A tenant must have an eligible application on the Centralized Waiting List (CWL). Search for the application. If an application cannot be found, contact Access to Housing by email (ProviderTechSupport@toronto.ca). They will do a thorough search.
- Access to Housing will advise you of the outcome of their search. If they:
  - **Confirm application was found**, they will provide you with the application code that you can use to search the application
  - **Confirm application is not found**, you can advise the tenant to apply through MyAccesstoHousingTO. Once they have applied, the housing provider should then email ProviderTechSupport@toronto.ca advising of the pcode to request that an RGI eligibility review is conducted for the purposes of the household applying for in-situ
- The original market rent lease must be uploaded to applicant's file

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click on the **Applications Filter tile** *(Application page opens)*
3. Search for the applicant's file by entering known information in the search fields, such as the applicant code. If this is not known, enter known fields such as first name, last name and/or date of birth
4. Click **Find button** (*a list of potential matches will appear)*
5. Click on the applicant's name to open the profile (*Application page opens)*
6. Click **Household Members Tab**
7. Review the household members listed to make sure they match those of tenancy. Update if necessary.
   a. If household members need to be added, click **Add Co-Applicants** or
8. **Add Dependents button.** Enter in household member information.
9. Upload their status in Canada document in the ***Document Tab***
   a. If household members need to be removed, click the **Deactivate button**
10. Place the over **Address Information**
11. Review the address on file to ensure the address matches the address they currently reside. Update if necessary. To update address:
    a. Click **Edit.**
    b. Click the **Address tab.**
    c. Enter mailing address and current address. Checkmark 'Current address is the same as mailing address', if applicable.
    d. Click **Next.**
12. Click **Service Tickets Tab**
13. Click **Add Service Ticket button**
14. Select **Market Rent to RGI** in the Template dropdown menu
15. Click **Save**

16. Click **Document Tab**
17. Locate the row that states 'Optional – scan other household documents'. Click
18. **Upload** (*Upload document page opens)*
19. Click **Choose Files** to select the document that is the original market rent lease for the tenant, from your computer file directory
20. Click **Open**
21. Click **Upload**

Process ends - Access to Housing will review the request

How to Run the In-Situ List - BCACR Report

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- The report is called **Building Complex-Applicants Currently Residing** in RentCafe

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Reports** from the top banner
3. Place mouse on **Social Housing Tab** for a dropdown to display
4. Place mouse on **Application Reports** for a dropdown to display
5. Click **Building Complex-Applicants Currently Residing** *(Building Complex-Applicants Currently Residing page opens)*
6. Click **Housing Provider** dropdown menu, select **Provider name**
7. Click **Building Complex** dropdown menu, select the **Complex**
8. Click the **Application Status** dropdown menu, select **Eligible**
9. Click **Urgent Type** dropdown menu, select **Market to RGI**
10. Click **Run** Report *(Building Complex-Applicants Currently Residing Report opens)*
11. To email the report, click **Email Report**
12. Select **Export Type**, for example Excel or PDF
13. Enter **Email Address** to send report to
14. Enter a **Subject**
15. Enter a **Detailed email message** in the body
16. Click **Send Email**

Process ends

Mandated Housing Provider Processes

How to Add an Approved Applicant to a Building with a Mandate

A video tutorial is available for this process. All videos are available on the RentCafe Vacancy Management Process Videos document listed by page number.

Notes for Housing Provider

- An applicant must add the building preference to their building complexes in MyAccesstoHousingTO for the housing provider to approve it in RentCafe
- This process is not for senior buildings, it is only for buildings with mandates other than for seniors
- Only applicants approved for a building with a mandate are eligible for a housing offer at that building

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click on the **Applications Filter tile** *(Application page opens)*
3. Search for the applicant's file by entering known information in the search fields, such as the applicant code. If this is not known, enter known fields such as first name, last name and/or date of birth
4. Click **Find button** *(a list of potential matches will appear)*
5. Click on the applicant's name to open the profile (*Application page opens)*
6. Click **Building Complexes Tab**
7. Locate the building based on the information listed or type the Building Complex name in the **Search Field**
8. Click **Update** *(Pop up page opens)*
9. Select **Approved** in New Status dropdown menu field
10. Enter **Date Approved**
11. Click **Save**

Process ends

How to Remove an Approved Applicant from a Building with a Mandate

Notes for Housing Provider

- A housing provider may decline to offer a unit due to an applicant who no longer meets a building's mandate
- Once the offer outcome is entered as a "Declined to Offer" in RentCafe, the housing provider needs to remove the approved building mandate from the applicant's file in RentCafe

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click on the **Applications Filter tile** *(Application page opens)*
3. Search for the applicant's file by entering known information in the search fields, such as the applicant code. If this is not known, enter known fields such as first name, last name and/or date of birth
4. Click **Find button** *(a list of potential matches will appear)*
5. Click on the applicant's name to open the profile (*Application page opens)*
6. Click **Building Complexes Tab**
7. Locate the building based on the information listed or type the Building Complex name in the **Search Field**
8. Click **Update** *(Pop up page opens)*
9. Enter date in **Date Unapproved** field
10. Enter date in **Date Denied** field
11. Enter reason in **Denial Reason** field (i.e. applicant no longer meets building's mandate)
12. Click **Save**

Process ends

How to Deny an Applicant for a Building with a Mandate

Notes for Housing Provider

- As part of the process when an applicant applies to a housing provider’s building with a mandate, if a housing provider confirms that the household is not eligible for the building’s mandate, they are to communicate that directly with the applicant household and enter the denial of the building with the mandate in RentCafe.

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click on the **Applications Filter tile** *(Application page opens)*
3. Search for the applicant's file by entering known information in the search fields, such as the applicant code. If this is not known, enter known fields such as first name, last name and/or date of birth
4. Click **Find button** *(a list of potential matches will appear)*
5. Click on the applicant’s name to open the profile (*Application page opens)*
6. Click **Building Complexes Tab**
7. Locate the building based on the information listed or type the Building Complex name in the **Search Field**
8. Click **Update** *(Pop up page opens)*
9. Enter date in **Date Denied** field
10. Enter reason in **Denial Reason** field (i.e. applicant does not meet the building’s mandate)
11. Click **Save**

Process ends

How to Place an Applicant "On Offer" through the Brochure Method

Notes for Housing Provider

- Housing providers with buildings with mandates are to use the brochure method to make a housing offer, unless informed otherwise by Access to Housing
- Placing an applicant on offer links the applicant to the vacancy and by doing so, the application status changes to "On Offer" and the unit status changes to "On Offer"
- Part of placing an applicant "On Offer" includes doing an arrears check; these steps are included in this process
- Province Wide Arrears Database (PWAD)

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field** *(potential matches will appear)*
6. Click **Property name**
7. Enter unit number in the **Unit Field** *(potential matches will appear)*
8. Click **Unit number**
9. Click **Find button** *(Property and unit information will appear)*
10. Click **Offers button** in the Offers column *(a screen will open that will display 'no data available in table')*
11. Click on **Add Offer** to display the name and applicant code of the highest ranked applicant *(Offer Page opens)*
12. Click **Save**

System Steps to Check for Arrears

13. Click **Offers button** in Offer column *(Offers page opens)*
14. Click on the **Applicant name** to open applicant's file
15. Click **Arrears Tab**
16. Click **Check Arrears button**
17. Review the results displayed on screen. Sort the results by date using the 'RentCafe last checked column', to reference the most recent check. Potential results could be:
    a. *"No Match Found" or*
    b. *Match found in which a full record will display with name, date of birth, amount owed, provider details and a score*
18. **If a match is not found,** proceed to call the applicant to make the offer

Process ends

Steps When an Arrears Match is Found

1. Email Access to Housing at ProviderTechSupport@toronto.ca to ask them to verify the arrears match
    a. The subject line should be "On-Offer/Check Arrears Match"

    b. The email must include applicant code, applicant name, description of offer details and request for review of the PWAD match.
2. Call the applicant on offer to inform them of the possible PWAD match that is under review by Access to Housing.
3. If Access to Housing determines it is **not a true match**, proceed to call the applicant to make the offer
4. If Access to Housing determines it is **a true match**:
    a. Access to Housing will advise the housing provider that they cannot proceed with the housing offer
    b. Housing provider is to contact the applicant to advise the offer will be withdrawn due to the outstanding arrears
    c. Access to Housing will 'withdraw' the offer and communicate with the applicant on next steps in regards to the arrears
    d. Housing Provider will proceed to place the next highest ranked applicant on offer

Process ends

To continue with the offer process, see the process document How to Complete the Offer Process.

How to Save the Property Brochure to Send to an Applicant

Notes for Housing Provider

- Follow the steps below to save the brochure from RentCafe to your computer. The brochure can then be emailed to the applicant “On Offer”
- The property brochure should be emailed to the applicant after you have placed an applicant “On Offer” and have called to make the offer
- Sending the property brochure to an applicant by email is intended for housing providers who have an approved mandate and will fill the vacancy using the brochure method

System Steps

1. Log into RentCafe-Site Manager *(Social housing dashboard page opens)*
2. Click **Show Menu**
3. Click **Compliance Management tab**
4. Click **Review Units tab** *(Review unit page opens)*
5. Enter property address or property name in the **Property field** *(potential matches will appear)*
6. Click **Property name**
7. Enter unit number in the **Unit Field** *(potential matches will appear)*
8. Click **Unit number**
9. Click **Find button** *(Property and unit information will appear)*
10. Click on the **Info** button in the **Unit Info** column *(the unit information screen displays with the property name and unit number and a sub-heading displays 'Review Vacancy')*
11. Click on **Review Vacancy** heading *(Review Vacancy page opens)*
12. Click on the **print** button located in the middle, right side of screen (*Print options page displays)*
13. Click on **the Printer destination drop down menu** and select **Save as PDF**
14. Click **Save** to save the PDF to a folder on your computer. You can rename the PDF file. For example, “Brochure for Property name______________ unit ___”

Process ends

Arrears

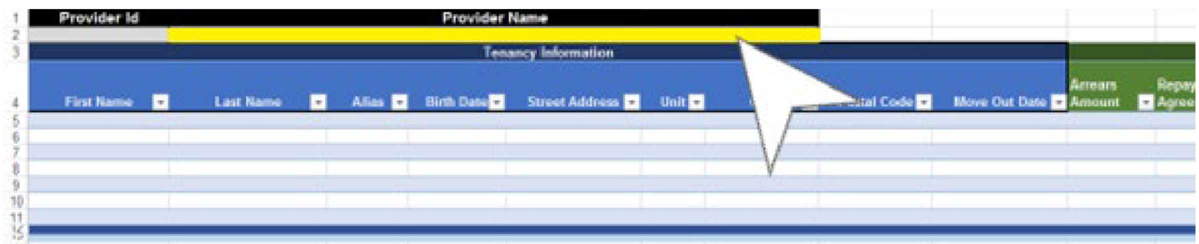
Arrears Reporting Spreadsheet Guidelines

This document will help with the filling out the Arrears Report Spreadsheet for the purpose of collecting arrears data from a single provider and uploading it into the Toronto Arrears Database and Province Wide Arrears Database (PWAD).

Identification of the Provider

The Provider ID is a unique identification number assigned by the City of Toronto and should not be adjusted or altered.

The Provider Name is the name of the provider organization that the arrears data is being collected from. Please verify that this field is the name of your organization.



Arrears Data Reporting

Successful loading of the spreadsheet is achieved by following these guidelines:

- Do not add new sheets to the Arrears Report workbook.
- Do not change the name of the Arrears Report spreadsheet.
- Do **not** insert columns anywhere.
- Be sure that all dates entered convert to a Date value by Excel.
- Fill out all mandatory fields which are marked by an asterisk (See p. 2 for details)
- Use all rows until the end of your data. A blank row indicates the end of the file.
- Do **not** insert rows above the arrears data row area.
- If you need to add additional rows, right click the red line at the bottom and select Insert. This will create a new row with the necessary formatting above the red line.

Note: If you copy and paste your records from another application or spreadsheet **it is your responsibility** to ensure the source data has the correct formatting and confirmation of valid values before adding to the Arrears Report. Incorrect formatting of the Arrears Reporting Spreadsheet will cause it to fail. Corrections must be completed by the housing provider prior to re-uploading.

- Anything which is deleted from the Arrears Report will be deleted from the PWAD
- Changes to the Arrears Report will only be added to the PWAD after a successful upload via the Provider Portal

Arrears Spreadsheet Field Names, Descriptions and Validation

Field Name	Description	Validation
First Name	The first name of the tenant owing arrears	Mandatory
Last Name	The last name of the tenant owing arrears	Mandatory
Alias	An alternate name by which the tenant may be known	Optional
Birth Date	The date of birth for the tenant owing arrears	Mandatory and must be recognized by Excel as a date
Street Address	The number and street name for the address where the tenant was renting	Mandatory
Unit	A unit number for where the tenant was renting	Optional
City	The city of the tenancy location	Mandatory
Postal Code	Postal code of the tenancy	Mandatory
Move Out Date	Date the tenant vacated	Optional. Must be recognized by Excel as a date
Arrears Amount	The amount of arrears owed by the tenant	Mandatory. Must be recognized by excel as a number
Repayment Agreement	Indicator if a repayment plan is setup with the former tenant to repay the arrears they owe	Mandatory. Select Yes or No from Drop down menu
Repayment In Good Standing?	Indicator if the repayment plan is paid up to date	Mandatory. Select Yes or No from Drop down menu
Misrep Conviction	Indicator if the former tenant owing arrears has a Misrepresentation Conviction	Mandatory. Select Yes or No from Drop down menu
Misrep Conviction Document Id	The document number for the misrepresentation conviction	
Misrep Conviction Date	The date of the misrepresentation conviction	

How to Check for Arrears at Time of Offer

A video tutorial is available for this process. All videos are available on the [RentCafe Vacancy Management Process Videos] document listed by page number.

Notes for Housing Provider

- Province Wide Arrears Database (PWAD)
- All applicants must be checked for arrears at time of offer
- Applicant application status must be "On Offer"
- An arrears check will result in either no match found or match found
  - **If a match is not found,** the process ends as the housing provider is able to proceed to call the applicant to make the offer
  - **If a match is found,** Access to Housing must be contacted to verify if it is a true match. Depending on the results of this verification, the process will differ. Steps are outlined below

System Steps

1. Log into RentCafe-Site Manager (Social housing dashboard page opens)
2. Click on the **Applications Filter tile** (Application page opens)
3. Search for the applicant's file by entering known information in the search fields, such as the applicant code. If this is not known, enter known fields such as first name, last name and/or date of birth
4. Click **Find button** (a list of potential matches will appear)
5. Click on the applicant's name to open the profile (Application page opens)
6. Click **PWAD Arrears Tab**
7. Click **Check Arrears button**
8. Review the results displayed on screen. Sort the results by date using the 'RentCafe last checked column', to reference the most recent check. Potential results could be:
   a. "No Match Found"; or
   b. Match found in which a full record will display with name, date of birth, amount owed, provider details and a score.
9. **If a match is not found,** proceed to call the applicant to make the offer

Process ends

Steps When an Arrear Match is Found

1. Email Access to Housing at ProviderTechSupport@toronto.ca to ask them to verify the arrears match
   a. The subject line should be "On-Offer/Check Arrears Match"
   b. The email must include applicant code, applicant name, description of offer details and request for review of the PWAD match.
2. Call the applicant on offer to inform them of the possible PWAD match that is under review by Access to Housing.
3. If Access to Housing determines it is not a true match, proceed to call the applicant to make the offer
4. If Access to Housing determines it is a true match:
   a. Access to Housing will advise the housing provider that they cannot

proceed with the housing offer

b. Housing provider is to contact the applicant to advise the offer will be withdrawn due to the outstanding arrears
c. Access to Housing will “withdraw” the offer and communicate with the applicant on next steps regarding the arrears
d. Housing Provider will proceed to place the next highest ranked applicant on offer

Process ends