



The Residences of St. Joseph's

Rental Application Process

1. As applications are received, these will be reviewed by the Tenant Placement Coordinator to determine that the application form is properly completed and that all required verifying income information is attached. Incomplete applications will be returned to the applicant along with a letter describing what information is outstanding. As required and requested, supplementary forms will also be distributed to applicants, including: Form 2 – Request for Special Priority; Form 3 – Independent Living Assessment; Form 4 – Property Disposition; and, Form 5 – Disability Verification.
2. Completed applications (all required information and forms received) will be reviewed to determine the applicant(s) eligibility (i.e. age, maximum income, ability to live independently, need for two bedroom or accessible units, etc.).
3. To ensure that units are made available to low and moderate income households, the gross applicant(s) income from all sources will be assessed utilizing the maximum income limits established under the Affordable Housing Program.
4. Any applicant determined not eligible under this review will be advised in writing that their application has been rejected, including the reasons for this refusal. Refused applicants may request reconsideration of their application if they feel that St. Joseph's Housing Corporation has made an error in assessing their eligibility.
5. Reference and credit checks will be undertaken on all eligible applicants and applicants may be rejected if unsatisfactory reports are received. Applicants may be refused accommodation due to poor rental or credit history, which may include:
 - a) Monies owed to another housing provider (either private or social housing);
 - b) Landlord reference indicating persistent late payment or rent, NSF cheques, damages to the leased premises or social issues with neighbours; or,

- c) c. Arrears to utility companies where these utilities are not paid by the landlord.
6. All accepted applicant's files will be maintained on a chronological basis. Special Priority Status applicants will be maintained on a separate waiting list and will be given priority for housing.
 7. Accepted applicants will be offered a suitable unit, in writing, based on the order in which their application appears on the waiting lists. Should the applicant's income information be more than one (1) year old, the applicant will be requested to confirm this information before an offer of accommodation is made. Similarly, Special Priority Status or two bedroom applicants may be asked to verify information concerning the circumstances which resulted in their initial request.
 8. All offers of accommodation will include a copy of the Lease Agreement and request that the executed document be returned within a specified period of time, along with a \$100 deposit to be applied to their first month's rent. No last month's rent will be collected. The Tenant Placement Coordinator will meet with applicants, as required, to assist them in completing the necessary paperwork and facilitating the offer of accommodation.
 9. St. Joseph's Housing Corporation will ensure fair and open tenant selection procedures at all times, and provide applicants with detail on all decisions related to their application.
 10. A tenant handbook will be provided by St. Joseph's Housing Corporation outlining and explaining matters such as move-in/move-out procedures, the lease agreement, garbage disposal, fire safety and evacuation, building rules and procedures, rent payment procedures, key control, regular and emergency phone numbers, maintenance request procedures, parking procedures, insurance recommendations, pet policies, move out procedures, security, guest and transfer policies etc.
 11. Applicants will be contacted annually to ensure that their household and income information is current, and to determine if they are still interested in accommodation.