

**Offers and Refusals Policy Change  
Questions and Answers  
Updated November 6, 2020**

**Q. 1. What has changed?**

**A.** Effective January 1, 2021 only a single (one) offer of housing will be made to a household eligible for rent-geared-to-income (RGI) social housing assistance. Previously, the legislation allowed a maximum of three offers.

**Q. 2. What happens when you refuse an offer?**

**A.** You cease to be eligible for rent-geared-to-income (RGI) subsidized housing assistance.

**Q. 3. When do these rules take effect?**

**A.** The Service Manager (City of Hamilton) has chosen to implement the change effective **January 1, 2021**. Until December 31, 2020, applicants on the ATH waitlist will have a maximum of 3 offers.

Effective January 1, 2021, a household on the ATH waitlist will cease to be eligible for RGI assistance after one (1) refusal of an offer of housing. This will result in your ATH application being cancelled and if you are over-housed, your subsidy will be revoked.

**Q. 4. Can I reapply to ATH to be on the wait list?**

**A.** Yes. You can reapply to the ATH wait list. However, you will lose your position on the chronological wait list and be placed at the bottom of the list.

**Q. 5. What if I have a reason for refusing the offer?**

**A.** In order to count as an offer, the household must have selected it on the Building Selection Form, and it must comply with the City of Hamilton’s occupancy standards policy. The Service Manager may allow for an additional offer in Exceptional Circumstances.

It is important to note that all Service Manager and Housing Provider decisions relating to single offers are appealable per City of Hamilton’s [Social Housing Review Policy](#). Applicants can apply for a review through the social review appeal (panel) for review of a refusal decision.

**Q. 6. What could be considered an extenuating circumstance?**

**A.** Service Manager may determine that a household remains eligible for rent-geared-to-income assistance if the Service Manager is satisfied that there is an extenuating circumstance. Examples of extenuating circumstances could include situations where, at the time of an offer, an applicant is in the hospital, receiving treatment for addiction,

or if an applicant is a survivor of domestic violence or human trafficking and a preferred building is no longer safe.

**Q. 7. How will the changes impact special priority applicants?**

**A.** The provincial rule on refusal of offers would apply to all applicants on the ATH waitlist, including special priority applicants (SPP). The Service Manager may use its discretion to consider extenuating circumstances for special priority applicants to ensure they are not negatively impacted.

**Q. 8. Why is this change being made?**

**A.** This change is being made because it is now required by provincial legislation.

**Q. 9. Does this apply to housing allowances and portable housing benefits?**

**A.** No, this only applies offers of rent-geared-to-income social housing units.