



THE PRINCE EDWARD COUNTY HOUSING DEPARTMENT	
Procedures Title: Housing Department Tenant Application Management Systems	
Policy Reference, if applicable	Procedures No.
Created: February 2025	Last Year Reviewed
Director Approval Signature	Procedure Administrator: Affordable Housing Supervisor

PURPOSE

- A) To effectively manage the tenant application system for affordable housing transferred from the Affordable Housing Corporation
- B) To effectively manage the tenant application system for all housing providers which provide affordable rental housing as defined in [By-Law 180-2023](#).

A. TENANT APPLICATION MANAGEMENT SYSTEM PROCEDURE

ACCESS

The Tenant Recruitment Application Process will:

1. will be available on-line via desktop or phone, in print, and in-person
2. clearly describe the tenant eligibility applied to the applicant
3. state the applicant information will be shared with any affordable housing provider which will select tenants at their discretion
4. provide information about the supporting documentation needed
5. list sources of community support to complete the application and acquire the supporting documentation
6. Every effort shall made to assist with the applicant's supporting documentation, and give as much notice as possible prior to offering tenancy

APPLICATION RANKING

1. The applicant will be automatically ranked in combination of their date of application *and* the total score from the weighted scoring system attached in Appendix A.
2. Applicants are encouraged to update their application quarterly.
3. Applicants must provide documentation supporting their application within 10 days of a unit being offered, with all such offers being conditional until the application can be confirmed. Any changes to the application documentation may positively or negatively affect the ranking of the application.
4. Residents with real residential property will be excluded from applying on the basis that their asset limit is in excess and they have the financial resources to resolve their

housing issues where as tenants do not. Real property owners will be referred to resources to explore options to maintain their residents.

5. Applicants will apply for units appropriate to their household size. Applicants will not be over-housed to ensure existing rental stock can be maximized. For example, a one-person household will not be eligible for a two bedroom. Conversely, occupants of any given unit will not be in excess of allowable capacity.

B. APPLICANT PROCESSING FOR HOUSING PROVIDERS

Existing and new applicants in the tenant management system will be informed their application will be maintained in accordance with the County's privacy policies and legislative requirements, and that their application will be forwarded to any affordable housing provider in Prince Edward County for consideration, at that housing providers' exclusive discretion to select tenants.

The tenant application management system shall be managed for the purposes of forwarding eligible and highest ranked applicants to any housing provider in Prince Edward County which provides affordable housing consistent with the definitions described in By-Law 180-2023. Tenants confirm in their application, and upon offer of tenancy, their income, for any proposed occupant over the age of 16, and household size matches the unit size and rent for which they have applied.

Affordable housing providers identified as referral partners shall provide information as to the location, affordability, unit size and contact information of the principals and applications manager. When occupancy offers are available, housing providers will be provided with applications which meet those criteria on a fixed or open intake.

The County, at its discretion, may add information at the request of housing providers, and about the housing providers, in the tenant application system or public information.

APPLICANT OFFER OF TENANCY

Any applicant who is offered tenancy shall produce, within 10 business days, all supporting documentation required and listed in the Appendix to confirm their continued eligibility. This requirement will be emphasized in the application process. All efforts will be made to refer the applicant to appropriate resources to acquire the documentation they need.

If the supporting documentation is not provided within ten business days, the offer of tenancy will be revoked, and the applicant's information will go back on the ranked waiting list based on the date of their first application.

C. APPEALS MECHANISM

1. Any applicant who disputes a decision regarding their tenancy will receive a copy of this policy, their application and reasons for the decision within five business days.
2. Any applicant who wishes to appeal their decision may do so within five business days of receiving the details of their decision which will be given to a third party for reconsideration of the decision. The reconsideration decision is final. The applicant may choose to respond in writing. That response will be forwarded to the Director of Housing for consideration in future policy development.

D. ADMINISTRATION

The tenant application system is maintained under ZOHO One license by the Prince Edward Housing Corporation, a Municipal Services Corporation, and maintained by C3 Solutions. Any substantive changes to the application, including data fields and criteria must be made by C3 Solutions to ensure system integrity.

All applicants are maintained in the CRM model of the ZOHO system, and provides for ranking status, manual application updating as well as mass communication. Several other features are available through the ZOHO license which may aid the administration of tenant applicant referrals at the future discretion of The County.

APPENDIX A

APPLICANT ELIGIBILITY SCORING FOR TENANT RECRUITMENT FORM

Category	Question	Score	Documentation
Pre-Qualifying	1) Do you own real property?	n/a	Check against tax rolls and MPAC We are unable to provide tenancy to people who live in a property they own. If you are interested in staying in your home, we can help look at your options.
Qualifying Questions			
A. Household Information	Family Information (max six people) (min age 16)	n/a	County address through your ID, Current Driver's License, lease, tenancy agreement, utility bill, agency letter or other paperwork
B. Income Range Max 50	Within the income ranges for each unit size	0 or 50	Combined household proof of income via Notice of Assessments, Income Slips, etc.
C. Housing Status Max 100 out of 100	Unsheltered	100	Agency letter
	Emergency Sheltered	100	Agency letter
	Provisionally Sheltered	90	rent receipt, lease
	Risk of Homelessness	90	rent receipt, lease
	Precariously Housed	90	rent receipt, lease
	Compassionate Relocation	80	Agency letter indicating level of need and benefit of support.
	Recent Resident	60	Documentation establishing a) previous residence and b) current employment
D. Special Population max 75	Survivor: refugee, intimate partner, trafficking	35	Letter from Agency
	Youth or Senior	10	ID
	LGBT+	5	Self declaration
	Person with a disability	10	"
	BIPOC	5	"
Single/Parent	10	Application	
Total Point		225	