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## ABC Housing Co-operative

# Managing Applications and Home Vacancies Policy

### Purpose of the policy:

- To establish a framework for recruiting, receiving and maintaining applications for membership in the co-op
- To establish a framework for accepting new members by applying member selection criteria in a fair and consistent manner
- To establish an equitable and consistent system for allocating co-op homes to internal members and external applicants, and
- To make sure that applicants and new members receive a proper orientation and introduction to the co-op.

### Policy

#### Applicant List

1. The co-op maintains an applicant list, which contains all submitted applications for membership.
2. The co-op advertises for applications as required, indicating the co-op home size and income level required for which the co-op is accepting applications.
3. The co-op will not charge an application fee.
4. Applicants must update information on file with the co-op every twelve (12) months to remain on the list. The co-op will remove and appropriately dispose of applications that are not updated after thirteen (13) months.
5. Co-op application forms and procedures will align with the co-op's personal information protection policy.

#### External Waiting List

6. The co-op maintains an external waiting list of applicants for each co-op home size and income level.



## Orientation and Interviews

7. The co-op will conduct orientation sessions and interviews as needed to ensure the external waiting list remains active and up to date.
8. The co-op will invite applicants to an orientation session before they can apply to the co-op. The co-op will give out applications at the session
9. Three members of the membership committee will interview applicants using standardized procedures and will bring their results to the full committee.
10. No member may interview or participate in discussions or decisions on any applicant who is a relative or close friend.
11. Using the member selection criteria, the committee will select and recommend three applicants per opening on the external waiting list for the board.
12. The membership committee will make sure that applicants and new members understand the rights and responsibilities of co-op membership.

## Member Selection

13. The co-op's ability to offer subsidy may be limited.
14. Applicants must receive positive references from their previous landlord(s) and provide a credit check showing no outstanding rent arrears in order to be eligible for membership.
15. Member selection criteria are based on the following:
  - household income and size meet the co-op requirements
  - special needs co-op homes are only offered to households who meet the criteria for those homes
  - understanding of co-operatives and willingness to participate in the co-op
  - skills and experience
  - degree of housing need, and
  - commitment to co-operation and community living.
16. The co-op will make sure that selection criteria and all aspects of the member selection process are applied equitably, consistently and in compliance with human rights laws.



## Internal Moves and Co-op Home Allocation

17. Members who wish to apply for an internal move must notify the membership committee in writing. The committee will then place their names on an internal waiting list and send monthly updates to the board.
18. Subject to Points #20 and #21, the board will select and offer vacant co-op homes in the following order of priority to:
  - members on the internal waiting list, if there are any
  - members who respond to a posted notice advertising an upcoming vacancy within the timeline provided, and
  - if no members are interested in an internal move, the co-op home will be offered to the external waiting list.
19. Priority for internal moves will be determined using the following criteria:
  - household income and size meet the co-op requirements, and availability of subsidy
  - special needs co-op homes are only offered to households who meet the criteria for those homes
  - the member is in good financial standing with the co-op for the last twelve (12) months
  - the member is over- or under-housed
  - date of request and time on the waiting list, and
  - the member demonstrates active participation in the co-op.
20. There shall be no more than one internal move per month except for when a second co-op home is affected by the initial internal move (e.g., a home swap).
21. Internal moves and home allocations are approved at the discretion of the board.

Policy approved: May 15, 2025

Replaces policy/policies: March 10, 2012



## Procedures needed to carry out this policy

1. Co-op application form to comply with PIPA and ways to maintain security of personal information on applicants and members.
2. Information from management staff on income level required.
3. System for collecting, using, filing, sharing and protecting applications and other personal information in compliance with PIPA and PIP policy, and separation of financial information from the rest of the application form, etc.
4. Establish a database or manual system to manage the applicant list.
5. Orientation “script”.
6. Interview questions “script” corresponding to the member selection criteria.
7. Interview team package with completed application form and interview questions “script”.
8. A scoring or evaluation system aligned with the member selection criteria.
9. Defined list of acceptable proof of income from management staff to give to applicants before coming for an interview.
10. Method and responsibility for doing credit and reference checks.
11. Standard format for reporting recommendations to the board.
12. Welcoming and orienting new members: welcome package, buddy system, member handbook, workshops, etc.
13. Member file setup, once the member is accepted.
14. Internal move request form and waiting list setup for internal moves.
15. Verify compliance with over- and under-housing policy and subsidy requirements for internal move