



## **Durham Housing Directives**

Housing Services Division

605 Rossland Rd E, Whitby L1N 6A3

905-668-7711 | 1-800-372-1102 | [www.durham.ca](http://www.durham.ca)

<b>Subject:</b>	<b>Durham Access to Social Housing (DASH) Waitlist Application</b>
<b>Directive Number:</b>	<b>CWL 02-01</b>
<b>Effective Date:</b>	<b>February 21, 2017</b>
<b>Date Updated:</b>	<b>July 2025</b>

### **Purpose**

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Establish a standard application for the Durham Access to Social Housing (DASH) waitlist for rent-geared-to-income (RGI), modified housing, portable housing benefits and/or other housing programs available in the Region of Durham for use by DASH staff and housing providers when applicable.

### **Background**

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All new applicants for RGI, modified housing, portable housing benefits and/or other housing programs must complete the Durham Access to Social Housing (DASH) Waitlist Application form.

- Region of Durham Service Durham staff process applications while Region of Durham DASH staff review, determine eligibility and maintain applications for the DASH waitlist

### **Application Contents**

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The application package consists of three parts:

- General information about applying to the DASH waitlist
- Application – to determine eligibility
- Consent to Disclosure of Information and Documents

The Application is divided into ten sections:

- Contact information
- Consent to contact an alternate contact person
- Details of current accommodation (for statistical purposes)
- Household information – details of all people included on the application
- Status in Canada
- Income information
- Asset information
- Application for Special Priority status – basic information to determine if applicant requires a Special Priority Application package
- Application for Modified housing – basic information to begin the process to determine if applicant requires a Modified or Additional Bedroom Request Form.
- Declaration of the truth of information provided.

## **Signatures**

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All members of the household who are 16 years of age or older must sign the Durham Access to Social Housing Waitlist Application including the declaration and Consent to Disclosure of Information and Documents.

If a member of the household is unable for any reason to sign the application form or to make a valid application, the form may be signed on their behalf by a power of attorney or a person who is otherwise authorized to act person's behalf.

## **Verification**

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DASH may request verification of information provided on the application form and/or information required to determine program eligibility.

Verification is required for applicants requesting a modified unit, a bedroom for medical reasons and/or Special Priority status.

DASH must verify the need for a modified a unit before placing an applicant on the modified unit wait list.

DASH must verify Special Priority requests prior to approving an applicant for Special Priority (SPP) status.

DASH may also request verification of information at their discretion, including but not limited to:

- Status in Canada
- Income
- Assets
- Custody Documents (to determine occupancy standards)
- Other relevant details. Such as legal documents, home/property ownership

Housing providers or housing program staff are responsible for verifying all information provided on the application at the time of offer.

**Exceptions for when verification may not be required.**

- The unit is being offered to someone who is homeless or hard to house, and the provider determines it is inappropriate to request verification
- DASH or the provider believed that requesting the information would place an SPP applicant or a household member at risk

## **Incomplete Applications**

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If Service Durham staff receive an incomplete DASH waitlist application, including applications that have not been signed by all required household members, staff will make reasonable attempts to contact the applicant to obtain the missing information.

Incomplete applications will not be processed, and a new application may be required. Failure to complete an application in full may result in a delayed application date.

## **Application Forms**

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The Durham Access to Social Housing (DASH) Waitlist Application form is available [Rent-Geared-to-Income Housing \(RGI\) - Region of Durham](#)

Applications may be submitted by mail, dropped off, or sent by email. For assistance contact 311 Human Services:

Phone Durham Residents: 311

Outside of Durham: 905-668-7711

Toll free: 1-800-372-1102  
Email: [dash@durham.ca](mailto:dash@durham.ca)

Mailing Address:

**Durham Access to Social Housing (DASH)**  
Region of Durham, Housing Services Division  
PO Box 623, 605 Rossland Rd E, Whitby L1N 6A3

Application forms can be picked up or dropped off at any of the following locations:

- **Region of Durham, Regional Headquarters, 605 Rossland Rd East, Whitby**  
311 Human Services Counter located on the main floor  
From 8:00 am to 5:00 pm or  
After Hours Drop Box - Social Services Income and Employment Support located on the outside of the building's south entrance (enter the parking area from Garden Street) outside regular business hours. The drop box is on the right-hand side of the doors.
- **Region of Durham, Department of Social Services, 140 Commercial Avenue, Ajax**  
311 Human Services Counter  
From 8:30 am – 4:30 pm or  
After Hours Drop Box located at the south entrance.
- **Region of Durham, Department of Social Services, 200 John Street West, Midtown Centre**  
311 Human Services Counter, Lower Level  
From 8:30 am – 4:30 pm or  
After Hours Drop Box located at the east entrance.
- **Region of Durham, Department of Social Services, 2 Campbell Dr, Uxbridge, Unit 301/305**  
311 Human Services Counter  
Mondays or Thursdays from 8:30 am – 4:30 pm or  
After Hours Drop Box located outside of entrance door 305 on the 3rd floor – south side.

### Effective Date

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This Directive comes into effect on August 1, 2025.

### Repealed Rules

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This directive replaces CWL 2017-02: Application for RGI and Modified Housing Form.

### Legislative Authority

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Housing Services Act, s. 44, 45 and Ontario Regulation 367/11, s. 43, 44