



Memorandum

The Regional
Municipality of Durham
Housing Services
Division

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Date: November 12, 2025

To: Community Housing Providers, Durham Access to Social Housing (DASH), Housing Durham, Housing Services Staff

From: Erin Valant, Director of Housing Services

Subject: Viewing Units on Offer

This memo provides interim guidance to community housing providers in Durham Region regarding the process for offering Rent-Geared-to-Income (RGI) housing units to applicants on the Durham Access to Social Housing (DASH) waitlist. These guidelines will inform an update of associated Durham Housing Directives.

Unit Viewing Prior to Acceptance

The Housing Services Division affirms that all RGI applicants should be given the opportunity to view the unit offered to them prior to making a decision. This practice ensures applicants can make an informed decision about the unit they are on offer for, as refusing a unit results in them being removed from the DASH waitlist. This requirement supports transparency and fairness in the offer process.

At the time of offer, it is the responsibility of both the housing provider and the applicant to coordinate a unit viewing. Each applicant is entitled to a single opportunity to view the unit, scheduled in agreement with the housing provider. Rescheduling is permitted only at the discretion of the housing provider and is not guaranteed. However, clear documented communication from both parties is essential and applicants must be given reasonable opportunity to schedule a viewing. The viewing process must not delay the offer timeline or interfere with the provider's operational requirements.

Housing providers may continue to follow their internal timelines for scheduling viewings.

Refusals and Eligibility

All existing rules related to offers of RGI housing remain in effect. In accordance with provincial regulations, a refusal of a unit, whether before or after a viewing, will be considered a formal refusal. Applicants who refuse an offer will be deemed ineligible for RGI assistance and removed from the DASH waitlist, unless extenuating circumstances are identified and approved by the Housing Services Division.

Next Steps

These guidelines are to be followed until they are formally incorporated into a Community Housing Directive. Housing providers are expected to implement this process immediately and ensure all staff are informed of these requirements.

For further information, contact the DASH team at rgi@durham.ca