

Durham Access to Social Housing (DASH) manages the wait list for rent-geared-toincome (RGI) and modified housing in Durham. RGI or modified units may become available in social housing properties and with some private landlords in the region. These vacancies are posted to the <u>Region of Durham's website</u> at <u>www.durham.ca/DASH</u>. You can view the vacancies from a web browser on your desktop computer, laptop computer, mobile phone or tablet.

You must be on the wait list in order to view and express interest in RGI or modified unit vacancies. To be on the wait list, you must first complete the <u>Application</u> for <u>Rent-Geared-to-Income (RGI)</u> and <u>Modified Housing</u> form. If you are eligible for RGI, and/or a modified unit you will be placed on the wait list and given information to access the DASH Vacancies Site.

New RGI and modified unit vacancies are posted to the website as they become available, and stay posted for one week. If you are on the wait list, you may express interest in any vacancy that you see on the website any time during the week that it is posted. It does not matter when you express interest in a vacancy during the week that it is posted. You will be offered housing if your name is higher on the wait list than other people interested in the same vacancy – no matter when you expressed your interest.

This guide provides information about how to use the DASH Vacancies Site including how to:

- Register your account and set up a new user name and password
- Log in and out of the website
- View, express interest, and cancel interest in vacancies
- View a listing of the vacancies for which you have expressed interest, including information about successful applicants and offers of housing to you.

To use the DASH Vacancies Site, you must first complete the <u>Application for RGI</u> and <u>Modified Housing form</u> and then be placed on the wait list.

You can find more information about the wait list and applying for RGI or modified housing on the <u>Region of Durham's website</u> at www.durham.ca/housing or by contacting:

#### Durham Access to Social Housing (DASH)

605 Rossland Rd. E., P.O. Box 623 Whitby, ON L1N 6A3

Phone: 905-668-7711 Toll Free: 1-800-372-1102 Fax: 905-666-6225

housingservices@durham.ca

# Table of Contents

How to register your account (first time users)	4
How to log in with your user name and password	8
How to log out	9
How to view available vacancies	9
How to express interest in a vacancy1	6
How to cancel an expression of interest in a vacancy1	7
How to view your expressions of interest in vacancies1	8

# How to register your account (first time users)

You have been issued a DASH ID and temporary password. If you are logging in for the first time, you must first register your account using your DASH ID and temporary password. If you have lost your DASH ID and temporary password, please contact the Housing Services Division at 905-668-7711.

- 1. Go to <u>www.durham.ca/DASH</u>.
- 2. Click on the Log in to View Vacancies button.
- You are now on the Login Page.
   Click on the Register My Account button under "First time user?"

Welcome to the Durham A in moving into any of them.	ccess to Social Housing (DASH) vacancy list. You must log in to see vacancies and express intere
First time user?	
You must first register your account	nt in order to log in to see vacancies.
Register My Account	
	-
Already Registered?	
Already Registered?	e and password
Already Registered? Please log in using your user nam	e and password.
Already Registered? Please log in using your user nam	e and password.
Already Registered? Please log in using your user nam User Name:	e and password.
Already Registered? Please log in using your user nam User Name: User Name	e and password.
Already Registered? Please log in using your user nam User Name: User Name	e and password.
Already Registered? Please log in using your user nam User Name: User Name Please enter the User name	e and password.
Already Registered? Please log in using your user name User Name Please enter the User name Password:	e and password.
Already Registered? Please log in using your user nam User Name Please enter the User name Password: Password	e and password.

4. You are now on the Account Registration page.

Account Registration	
lew applicants must first register their accoun	ts in order to log in to see vacancies.
o register your account, enter your DASH	ID and temporary password.
hese were sent to you by mail or email after to not ontact the Housing Services Division at 905-6	/ou were placed on the waiting list. If you do not have your DASH ID and temporary password, pleas 368-7711 .
DASH ID:	
123456789012345	
DASH ID must be 14 numbers in length	
Temporary Password:	
•••••	
Temporary Password must be 11 letters and numbers in the format (XXXX- XXXXXX)	
Click here to register your account	

5. Enter your DASH ID in the **DASH ID** field.

Your DASH ID was sent to you by mail or email after you were placed on the wait list. If you have lost your DASH ID, please contact the Housing Services Division at 905-668-7711.

6. Enter your temporary password in the **Temporary Password** field.

Your temporary password was sent to you with your DASH ID by mail or email after you were placed on the wait list. If you have lost your temporary password, please contact the Housing Services Division at 905-668-7711.

- 7. Click on the **Click here to register your account** button.
- You are now on the Account Registration Create Your User Name and Password page where you will be prompted to create a new user name and password.

Please choose something that is easy for you to remember. Remember to keep your new user name and password information safe. Do not share your password with others.

lello John Smith, thanks for verifying you	Ir DASH ID and temporary password.
You must create a new user name and pass	word in order to view vacancies. Please choose something that is easy for you to remember.
<ul> <li>Your user name is case sensitive. It m</li> <li>Your password is case sensitive. It mu</li> </ul>	ust be between 8 and 16 characters long and consist only of letters or numbers. st be between 8 and 16 characters long and consist only of letters or numbers.
New User Name:	
Username	
Please enter your new User name	
New Password:	
Password	
Please enter your new Password	
Confirm Password:	
Confirm Password	
Please enter the same password for confirmation	
Create Account and Login	

 Create a new user name and enter it in the New User Name field. Your user name is case sensitive. It must be between 8 and 16 characters long and consist only of letters and numbers.

#### 10. Enter a new password in the **New Password** field.

Your new password is case sensitive. It must be between 8 and 16 characters long and consist only of letters and numbers.

- 11. Re-enter your new password in the **Confirm Password** field.
- 12. Click the Create Account and Login button.

You will be automatically directed to the **List of Current Vacancies** page. See "How to view available vacancies" and "How to express interest in a vacancy" below. The next time that you log in, you will need to use your new user name and password. Your DASH ID and temporary password will no longer work.

Please keep your new user name and password information safe. Do not share your password with others.

### How to log in with your user name and password

If you have already registered your account using your DASH ID and temporary password, you can now log in using your new user name and password. Your DASH ID and temporary password will no longer work.

- 1. Go to www.durham.ca/DASH.
- 2. Click on the Log in to View Vacancies button.
- You are now on the Login Page.
   Enter the new user name and password that you created when you registered your account in the area under "Already Registered?"

Welcome to the Durham Accordin moving into any of them.	ess to Social Housing (DASH) vacancy list. You must log in to see vacancies and express intere
First time user?	
You must first register your account in	n order to log in to see vacancies.
Register My Account	
Already Registered?	
Already Registered? Please log in using your user name a	ind password.
Already Registered? Please log in using your user name a	and password.
Already Registered? Please log in using your user name a	and password.
Already Registered? Please log in using your user name a User Name:	and password.
Already Registered? Please log in using your user name a User Name: User Name	and password.
Already Registered? Please log in using your user name a User Name: User Name Please enter the User name	and password.
Already Registered? Please log in using your user name a User Name: User Name Please enter the User name Password:	and password.
Already Registered? Please log in using your user name a User Name User Name Please enter the User name Password: Password	and password.

- 4. Enter your user name in the **User Name** field.
- 5. Enter your password in the **Password** field.

6. Click on the **Log in** button.

You will be automatically directed to the **List of Current Vacancies** page. See "How to view available vacancies" and "How to express interest in a vacancy" below.

# How to log out

You should always make sure to log out after you have finished, especially if you are using a public computer (e.g. at the Housing Services Division, a library or another community agency).

1. In the top right-hand part of the screen – next to the sort buttons and just above vacancy listings – click the button with **[Your Name] (Logout).** You will be directed back to the DASH Log in page.

Sort By: Move-In Date Unit Size Building Type Seniors Units Modified Units City	My DASH Application Date: 06-Mar-2014
	Go to My Expressions of Interest 🗳 Corey Testcase (Logout)
	Express Interest

# How to view available vacancies

New RGI and modified unit vacancies are posted to the website as they become available and stay posted for one week (7 days).

You should view all the information about a vacancy before you express interest in it. Make sure that you want to move into the unit and that you are able to move in on the date that it is available.

1. Log in to the <u>DASH Vacancies Site</u> at www.durham.ca/DASH.

2. After you log in, you will be automatically directed to the List of Current Vacancies page.

List of Current Vacancies Home / Living Here / Housing, Shelters and Homelessness	A A A   🖨
You can express interest in moving into any of the vacancies listed below. Please view the vacancies and express interest only at properties where you want to live. The housing provider will contact you to offer you the unit if your name is higher on the waiting list i expected to accept the offer. You will be removed from the Durham Access to Social Housing (DAS	than other people interested in the same vacancy. You will be
New vacancies are posted as they become available and stay posted for one week.	n y wak nach you reluse kinee orrers or housing.
To see your current and past Expressions of Interest, go to My Expressions of Interest.	
Move-In Date Unit Size Building Type Seniors Units Modified Units City	My DASH Application Date: 06-Mar-2014 My Priority: None
	Go to My Expressions of Interest 🛛 🛔 Corey Testcase (Logout)

3. Vacancies are listed according to the date they are available for move-in with earlier move-in dates at the top of the list. You can also click on a blue button to sort vacancies by:

**Move-in Date** – sorts by the date that the unit is available for move-in, starting with vacancies that are immediately available

**Unit size** – sorts by number of bedrooms in the vacant unit, starting with the smallest unit for which you are eligible

**Building Type** – sorts by townhouse, apartment, quadraplex, semi-detached, house, duplex,

Seniors Units – sorts by seniors units and then non-seniors units (for seniors only)

**Modified Units** – sorts by modified (accessible) units and then non-modified (not accessible) units (for applicants eligible for modified/accessible units only)

**City** – sorts alphabetically by the city or town where the property with the vacancy is located

4. Scroll down to see available vacancies.



**First line** sets out the unit size (number of bedrooms) and unit type (e.g. apartment) for the vacancy, and also notes if it is a modified (accessible) unit or a seniors unit.

**Second line** sets out the name of the property with the vacancy and the address of the property.

**Third line** sets out the date that the unit is available for move-in. It also notes if the unit is immediately available for move in.

Fourth line sets out a brief description of the unit vacancy.

5. Click on the Click to Enlarge button to enlarge picture.



This will open a new window with a larger picture.



Click on Close Window (in the upper left) to return to the Vacancy Listings.

6. Click on the blue **Google Map** button to see a map of the area where the property with the vacancy is located.

	Express Interest
	1 Bedroom   Apartment   Modified (accessible) unit
	Post Hill   132 Kingston Road West, Ajax
r //	Available: 01-Apr-2018 For immediate move-in
Click to Enlarge	One bedroom unit on first floor of high-rise apartment building in Ajax. New paint, new carpet in living room. Storage available in basement. Building is located near Kingston Rd and Westney Rd - close to shops and amenities. GO bus and DRT bus stop outside building.
	More Property Details Google Map

This will open a new window and take you to the property address on the <u>Google</u> <u>Maps site</u> at www.google.com/maps.

7. Click on the blue **More Property Details** button to see more details about the vacancy.

The **More Property Details** button will change to a **Less Property Details** button when the addition information is displayed.



#### **Building Information**

- Sets out the full address of the property with the vacancy.
- Sets out the type of building where the vacancy is located. Also sets out if the property has more than one type of building.
- If the vacancy is in an apartment building, sets out the number of stories and whether or not there is an elevator.
- Sets out if the property contains apartments and townhouses.

- Sets out that the property is mandated for seniors and non-seniors if the vacancy is for a seniors' unit in a property that also houses non-seniors.
- Identifies vacancies with co-operative housing providers. Applicants for these vacancies must be accepted as a member of the co-op before they will be offered the unit, even if they are the highest ranked applicants.

### Extra Charges

• Sets out if there are charges in addition to rent, including extra charges for cable and sector support for co-operative housing providers.

#### Parking

• Sets out if parking is available at the current time, and whether parking is included in rent or available for an extra charge.

#### **Key Features**

- Sets out a summary of the features of the vacancy including:
  - o Non-smoking property
  - Hydro included or not included in rent
  - Heat included or not included in rent, as well as type of heat
  - Air conditioning
  - Laundry provisions
  - Name of housing provider or landlord
- 8. Click on the blue Less Property Details button to hide details.

Less Property Details	Google Map

The Less Property Details button will change to a More Property Details button.



# How to express interest in a vacancy

New RGI and modified unit vacancies are posted to the website as they become available and stay posted for one week. It does not matter when you express interest in a vacancy during the week that it is posted. You will be offered housing if your name is higher on the wait list than other people interested in the same vacancy no matter when you expressed your interest.

You should view all the information about a vacancy before you express interest in it. Make sure that you want to move into the unit and that you are able to move in on the date that it is available. You should be prepared to accept an offer of housing for any vacancy for which you have expressed interest.

You can express interest in as many vacancies as you like, but you can only turn down three offers of housing before your name is removed from the wait list.

- Log in to the DASH Vacancies Site at <u>www.durham.ca/DASH</u>. After you log in, you will be automatically directed to the List of Current Vacancies page.
- 2. Scroll through the vacancies (see "How to view available vacancies" above) to find vacancies of interest.
- 3. Once you have determined the vacancy for which you would like to express interest, click the green **Express Interest** button in the upper right of the listing.



"Expressed Interest" will display, and the **Express Interest** button will turn into a **Cancel Interest** button.



You are now on the list to be considered for an offer of this unit. The housing provider will contact you if your name is higher on the list than all other applicants who expressed interest in the same vacancy.

Repeat the steps 2-3 to express interest in more vacancies.

# How to cancel an expression of interest in a vacancy

If you express interest in a vacancy and no longer want to be considered for it, you can cancel your expression of interest as long as the vacancy is still posted on the List of Current Vacancies page.

You can express interest in the vacancy again as long as it is still posted to the List of Current Vacancies page. Vacancies stay posted for one week (7 days).

- Log in to the DASH Vacancies Site at <u>www.durham.ca/DASH</u>. After you log in, you will be automatically directed to the List of Current Vacancies page.
- 2. Click the **Cancel Interest** button next to the vacancy for which you would like to cancel your interest.



The **Cancel Interest** button will change to the **Express Interest** button, and "Expressed Interest" will no longer display.



You are now removed from the list to be considered for an offer of this unit. You can express interest in the vacancy again as long as it is still posted to the **List of Current Vacancies** page. See "How to express interest in a vacancy" above.

# How to view your expressions of interest in vacancies

You can see a listing of all the vacancies for which you have expressed interest. This list includes both current vacancies and vacancies that have been filled. The list shows basic information about the vacancy, as well as the application date and priority status of the applicant that was offered the unit.

**Successful applicants** will be the highest applicant on the wait list who expressed interest in the same vacancy. Applicants are ranked according to their date of application and priority status. Earlier applicants are higher on the list. Priority may be Special Priority for victims of violence, Critical Priority for applicants with extraordinary costs or Overhoused tenants/co-op members who are required to move to a smaller unit.

**Offers** of vacant RGI and modified units are made outside of the DASH Vacancies Site, but you can view the outcome of any offers to you in the list of vacancies for which you have expressed interest.

- Log in to the DASH Vacancies Site at <u>www.durham.ca/DASH</u>. After you log in, you will be automatically directed to the List of Current Vacancies page.
- 2. Click on the **Go to My Expressions of Interest** button at the top right of the page.
- 3. You are now on the **My Expressions of Interest** page.

This page shows a listing of all vacancies for which you have expressed interest, including information about the successful applicant if the vacancy has been filled. Expressions of interest are listed in order of the date they were available for move-in with earlier move-in dates at the top of the list.

Scroll down to browse vacancies. Vacancies can also be sorted per column headings. Up and down arrows will appear when the list is sorted.

Expres	sions of	Interest		A A A		
ving Here / Hou	ising, Sheiters and Hon	nelessness				A A A
This is a list of	all the vacancies that	you have expressed interest in.				
My Current Sta	atus shows information	n if you have expressed interest for t	the vacancy.			
On offer 1     Refused 1     Denied m     a letter te     Housed n     Recalled     The Successful     successful app     Click on the Pre-	means that the housing means that the housing leans that the you were elling you the reason. means that you were of means that the housing <b>I Applicant</b> column is b plicant will be shown. (f oject Name of the Vaca	g provider is trying to contact you or g provider offered you the vacancy to a highest on the list, but the housing ffered this vacancy and accepted th g provider has advised that this unit plank if the vacancy has not yet bee Note: Applicants with Priority may b ancy to see more information about	is waiting for you to but you did not accept provider had a reas e offer to move in or t is no longer availab n filled. If the vacance e Special Priority, Cr the vacancy and the	respond to the pt it or did not g on not to offer y the move in da le. cy has been fille itical Priority or e property where	ir offer of housing. et back to the housing pr you the unit. The housing ate. d, the application date ar Overhoused.) e it is located.	rovider. provider will have sent you nd priority status of the
				My DASH	Application Date: 06-Ma	ır-2014 <b>My Priority:</b> None
					Go to Current Vacancies List	t 🔹 Corey Testcase (Logout)
Move In \$	Property Name	Address	City	Unit Size	My Current Status	Successful Applicant
01-Jun-2019	Capreol Court	Capreol Court	Oshawa	1 Bedroom	Expressed Interest	
01-Mar-2019	Ashley Manor	40 Kitney Drive	Ajax	1 Bedroom	Interest Withdrawn	
02-Jan-2019	Ashley Manor	40 Kitney Drive	Ajax	1 Bedroom	Expressed Interest	

Click on the **Move-in** column header to sort the list by the date of vacancy.

Click on the **Property Name** column header to sort the list by the name of the property with the vacancy.

Click on the **Address** column header to sort the list by the address of the property with the vacancy.

Click on the **City** column header to sort the list by the city or town where the property with the vacancy is located.

4. Each vacancy listed shows the following information about the vacant unit:

**Move-in** – the date that the unit is available for move-in

**Property Name** – the name of the property with the vacant unit

Address - the street address of the property with the vacant unit

City – the city or town where the property with the vacant unit is located

Unit Size – the number of bedrooms in the vacant unit

**My Current Status** – shows information about your expression of interest and any offer to you of housing related to the vacancy (if any). This column may display:

- Expressed Interest means that you have expressed interest but you have not been offered the unit.
- Interest Withdrawn means that you expressed interest in the vacancy, but cancelled your interest before offers were considered
- **On offer** means that the housing provider is trying to contact you or is waiting for you to respond to their offer of housing.
- **Refused** means that the housing provider offered you the vacancy but you did not accept it or did not get back to the housing provider
- **Denied** means that you were the highest on the list for this vacancy, but the housing provider had a reason not to offer you the unit. The housing provider will have sent you a letter telling you the reason.

- **Housed** means that you were offered this vacancy and accepted the offer to move in on the Move-in Date
- **Recalled** means the housing provider is no longer offering the unit for rent through the DASH Vacancies Site; Successful Applicant will show as "Unit no longer available."

**Successful Applicant** – shows the application date and priority (if any) of the applicants who accepted the offer to move in. If the vacancy has not yet been filled, this will be blank. If you are the successful applicant, this will display "You have been housed."

- If Successful Applicant shows "Unit no longer available," the housing provider is no longer offering the unit for rent through the DASH Vacancies Site; My Current Status will show as "Recalled."
- 5. If there is a successful applicant for a vacancy, this will be highlighted in red and **Successful Applicant** will display the application date and priority (if any) of the applicants who accepted the offer to move in.

	My DASH Application Date: 06-Mar-2014 My Priority: None						
					Go to Current Vacancies List	Corey Testcase (Logout)	
Move-In \$	Property Name	Address	City	Unit Size	My Current Status	Successful Applicant	
01-Jun-2019	Capreol Court	Capreol Court	Oshawa	1 Bedroom	Expressed Interest		
01-Mar-2019	Ashley Manor	40 Kitney Drive	Ajax	1 Bedroom	Interest Withdrawn		
02-Jan-2019	Ashley Manor	40 Kitney Drive	Ajax	1 Bedroom	Expressed Interest		
10-Dec-2018	St. Martin's Centre	1201 St Martins Drive	Pickering	2 Bedroom	Interest Withdrawn	27-Oct-2004	
01-Apr-2018	Post Hill	132 Kingston Road West	Ajax	1 Bedroom	Interest Withdrawn		

 You can compare your application date and priority status to that of the successful applicant. Your DASH application date and priority status are displayed in the My DASH Application Date and My Priority fields.

The RGI or modified unit will be offered to the applicant who is the highest on the wait list of all applicants who expressed interest in the vacancy. Applicants with priority will be offered the unit before applicants without priority in the order in which they applied. Applicants without priority are also ranked according to the date that they applied.

7. If you are the successful applicant for a vacancy, this will be highlighted in green, and **Successful Applicant** will display "You have been housed."

My DASH Application Date: 06-Mar-2014 My Priority: None						
					Go to Current Vacancies List	🛓 Corey Testcase (Logout)
Move-In \$	Property Name	Address	City	Unit Size	My Current Status	Successful Applicant
01-Jun-2019	Capreol Court	Capreol Court	Oshawa	1 Bedroom	Housed	You have been housed
01-Mar-2019	Ashley Manor	40 Kitney Drive	Ajax	1 Bedroom	Interest Withdrawn	
02-Jan-2019	Ashley Manor	40 Kitney Drive	Ajax	1 Bedroom	Expressed Interest	

8. Sometimes a vacancy is recalled by the housing provider, meaning it will not be offered to a new applicant. These vacancies show as "Recalled" under **My Current Status**, and "Unit no longer available" under **Successful Applicant**.

				My DASH Application Date: 06-Mar-2014 My Priority: None		
					Go to Current Vacancies List	Corey Testcase (Logout)
Move-In 🖨	Property Name	Address	City	Unit Size	My Current Status	Successful Applicant
01-Jun-2019	Capreol Court	Capreol Court	Oshawa	1 Bedroom	Expressed Interest	
01-Mar-2019	Ashley Manor	40 Kitney Drive	Ajax	1 Bedroom	Recalled	Unit no longer available
02-Jan-2019	Ashley Manor	40 Kitney Drive	Ajax	1 Bedroom	Expressed Interest	