Frequently asked questions (FAQs) about the Durham Access to Social Housing (DASH) Vacancies Site

Where can I get help to use the DASH Vacancies Site?

There is a guide on how to use the DASH Vacancies Site that can help you.

Housing outreach community agencies can assist you in logging in to the DASH Vacancies Site and viewing and expressing interest in vacancies.

How do I reset my password?

If your password isn't working or if you forgot it, you can reset your password. If you are having trouble, please call DASH.

How long is the wait list?

There is a very long wait list for rent-geared-to-income (RGI) and for modified units. Most people wait for many years before they are offered housing. DASH cannot provide you with your position on the waitlist and cannot estimate when you will receive an offer of housing. Average wait times for RGI vary according to priority on the wait list, household size, household type (i.e., seniors, single individuals, families), applicant preference, and turnover of units at specific community housing properties or in area municipalities. You are encouraged to consider RGI housing as a long-term housing plan, not a solution to immediate housing needs or emergency situations. You will need to find your own rental housing in the private market while you are on the wait list.

How often should I log in? How often are vacancies posted?

New vacancies are posted to the DASH Vacancies Site as they become available and stay posted for seven (7) days. There is no specific day of the week when vacancies are posted.

If you log in at about the same time and day every week, you will never miss a vacancy. You must log in to view and express interest in vacancies.

Logging in regularly every week means that you will stay up to date on new information and housing programs/benefits and never miss a vacancy.

Why can't I log in?

If you are a new applicant and received a letter telling you that you are on the DASH wait list, you will need to wait until the next business day to register for DASH. This is because the DASH Vacancies Site updates overnight for new applicants.

If your password isn't working or if you forgot it, you can reset your password. If you are having trouble, please call DASH at 905-668-7711.

What information will I see about a vacancy?

You will see all vacancies in Durham Region that you qualify for. For example:

- Single people will only see one-bedroom and bachelor units
- Only seniors will see units in seniors buildings
- Only applicants who have provided proof of the need for a modified unit will be able to see modified units.

All vacancies include the move-in date, location of building, number of bedrooms in the unit, what is included in the rent, parking availability, and if you have to provide your own fridge and stove. Other details may also be included.

There is a guide on how to use the DASH Vacancies Site that can help you find more information about this.

Can I go see the unit that I express interest in?

You cannot see the unit unless you are contacted by the housing provider about an offer.

Can I express interest in more than one vacancy?

You can express interest in as many vacancies as you like, but if you turn down an offer of housing your name will be removed from the wait list. It is important to be careful when you are choosing which vacancies you express interest in.

I don't have a home computer. Where can I go to access a computer?

You can also use your phone or tablet, if you have one, to log in to the DASH Vacancies Site. There are publicly accessible computers at all community libraries. Community agencies, including the Region of Durham's Ontario Works Resource Centre in Oshawa, have computer access.

You can ask a friend or a family member to help you use the DASH Vacancies Site. You can also call DASH to check the DASH Vacancies Site for you.

Please be sure to protect your log in ID and password if you are getting help from family, friends or community agencies.

What is Priority?

Most applicants are normally higher on the wait list than people who applied after them. Some people may have priority because they are Overhoused or have Special Priority due to domestic violence or human trafficking. Applicants with priority may be offered housing before applicants that applied before them.

You can learn more about Special Priority and Overhoused RGI tenants on the DASH wait list.

How do I get a modified/accessible unit?

DASH keeps the wait list for modified units with social housing providers. You must provide medical proof that you need a modified unit to be placed on the DASH wait list for a modified unit. If you are also eligible for rent-geared-to-income (RGI), you will begin to pay RGI when you move into the modified unit.