

# Enter a Tenant | Direct Entry Method

## Scope:

This guide provides instructions for entering a tenant into Housing Connections via the Direct Entry method. This guide does not cover adding tenant income and assets or rent calculation. If rent calculation is required for your development, seek assistance from The Rent Desk.

**Rent Desk** | Phone: 604-439-4167 | Toll free: 1-800-257-7756, local 4167 Email: [rentdesk@bchousing.org](mailto:rentdesk@bchousing.org)

## Applicable Area(s):

- Housing Connections

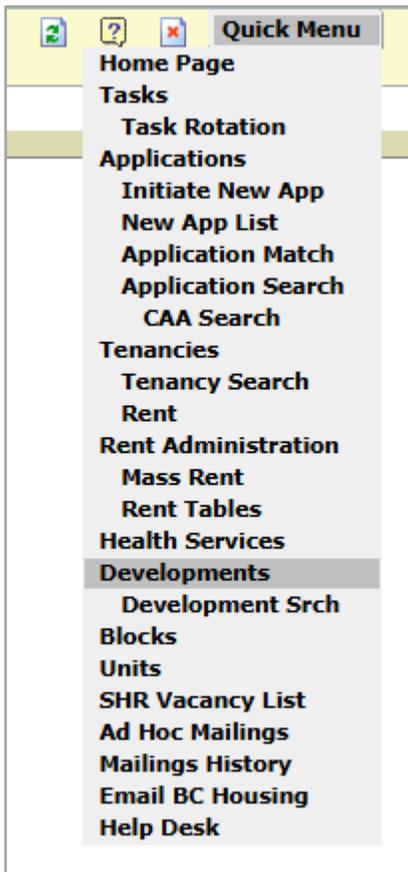
## For Use By:

- Housing Providers

## Before You Start:

- Confirm you have access to [Housing Connections](#) | submit access requests to [hconnections@bchousing.org](mailto:hconnections@bchousing.org)
- Have the prospective tenant's details ready
- Confirm Unit status is Vacant

## Procedure:

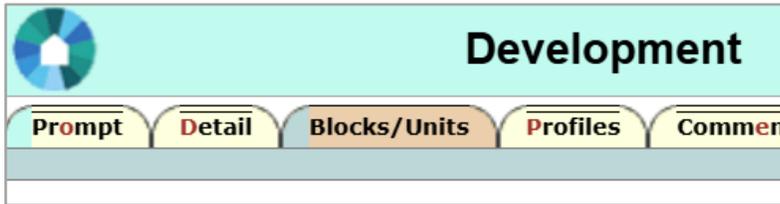


1. After logging into Housing Connections, navigate to **Developments** from the **Quick Menu**

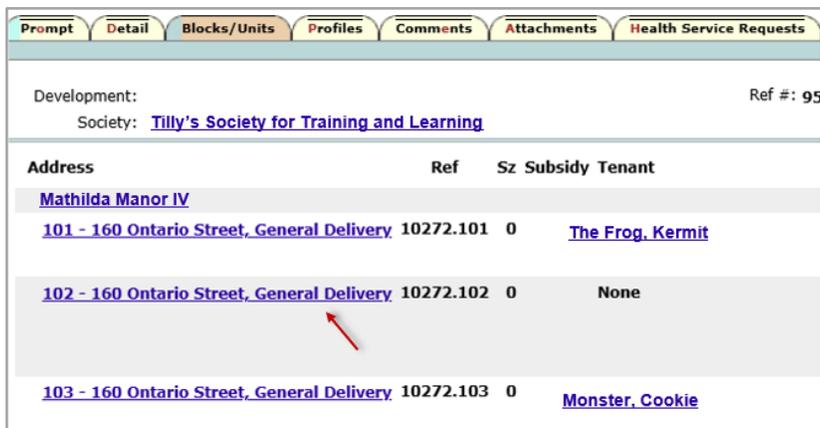
 **Note:** Quick Menu will look different depending on a user's permissions. Not all users will see the same quick menu options.



2. Select your building from the **Development** drop-down list



3. Go to the **Blocks/Units** tab



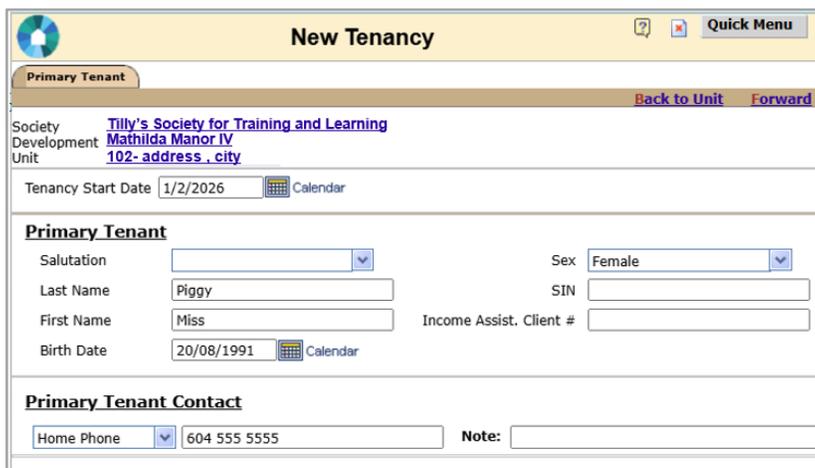
Address	Ref	Sz	Subsidy	Tenant
<a href="#">Mathilda Manor IV</a>				
<a href="#">101 - 160 Ontario Street, General Delivery</a>	10272.101	0		<a href="#">The Frog, Kermit</a>
<a href="#">102 - 160 Ontario Street, General Delivery</a>	10272.102	0		None
<a href="#">103 - 160 Ontario Street, General Delivery</a>	10272.103	0		<a href="#">Monster, Cookie</a>

4. Click on the address of the vacant unit where you wish to enter the tenant.

 **Tip:** The **Tenant** column will list "**None**" when the Unit is vacant.



5. From the Unit page, click on **New Tenancy** from the quick action bar at the bottom of the page.



6. Enter the **Tenancy Start Date** and complete the **Primary Tenant** information fields.

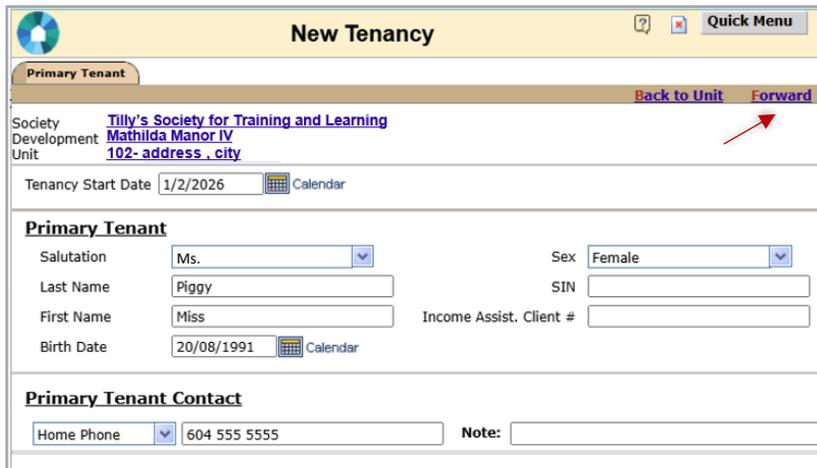
 **Note:** Use the Move in Date Guidelines:

- 1<sup>st</sup> - 14<sup>th</sup> set start date to 1<sup>st</sup> of the month.

*Example: Tenant moves in on Nov 3<sup>rd</sup> you set it as effective Nov 1<sup>st</sup>*

- 15<sup>th</sup> - end of month, set start date to 1<sup>st</sup> of the next month.

*Example: Tenant moves in on Nov 17<sup>th</sup> you set it as effective Dec 1<sup>st</sup>*



**New Tenancy** Quick Menu

**Primary Tenant** Back to Unit Forward

Society: [Tilly's Society for Training and Learning](#)  
 Development: [Mathilda Manor IV](#)  
 Unit: [102-address . city](#)

Tenancy Start Date: 1/2/2026 Calendar

**Primary Tenant**

Salutation: Ms. ▼ Sex: Female ▼  
 Last Name: Piggy SIN:   
 First Name: Miss Income Assist. Client #:   
 Birth Date: 20/08/1991 Calendar

**Primary Tenant Contact**

Home Phone: ▼ 604 555 5555 Note:

7. Confirm the details are accurate then press **Forward**

 **Note:** Salutation, Last Name, First Name, Birth Date, and Sex/Gender are required fields.

Development: **Mathilde Manor IV**  
 Society: [Tilly's Society for Training and Learning](#)

Address	Sz	Subsidy	Tenant
<a href="#">101 - address</a>	0		<a href="#">The Frog, Kermit</a>
<a href="#">102 - address</a>	0		<a href="#">Piggy, Miss</a>

8. The Tenancy has been created; when you return to the **Development** page, you will see that the Unit has been tenanted.

[Delete Tenant](#) [Adjust Tenancy Start](#)

 **Tip:** If you need to make an adjustment to the move-in date, select **Adjust Tenancy Start** from the quick action bar at the bottom of the **Tenancy** page.

If you created the tenancy in error, select **Delete Tenant**.

If you experience any issues, please contact Housing Connections Support at [hconnections@bchousing.org](mailto:hconnections@bchousing.org)