

Enter a Tenant | Offer Process Method

Scope:

This guide provides instructions for entering a tenant into Housing Connections via the Offer Process 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

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
- Have the prospective tenant's HR or SHR application file number 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.



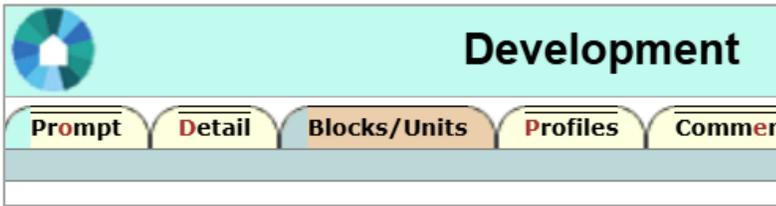
Development

Prompt Detail **Blocks/Units** Profiles Comments Attachments Health Service Requests

Society: Tilly's Society for Training and Learning

Development: Mathilda Manor IV

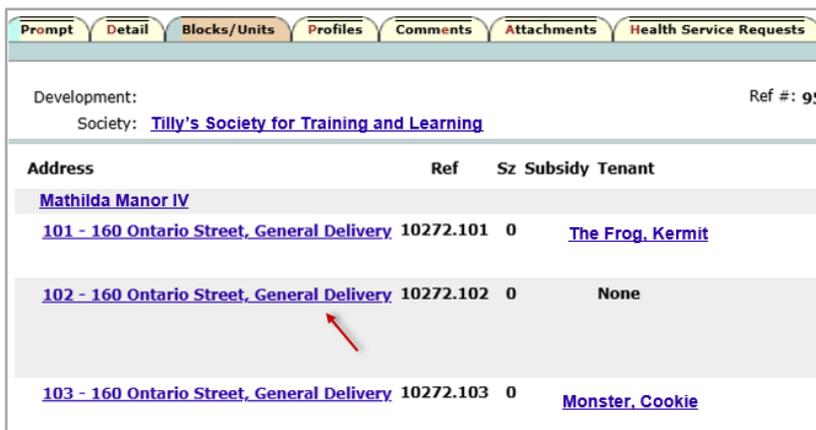
2. Select your building from the **Development** drop-down list



Development

Prompt Detail **Blocks/Units** Profiles Commen

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



| Address | Ref | Sz | Subsidy | Tenant |
|--|-----------|----|---------|----------------------------------|
| Mathilda Manor IV | | | | |
| 101 - 160 Ontario Street, General Delivery | 10272.101 | 0 | | The Frog, Kermit |
| 102 - 160 Ontario Street, General Delivery | 10272.102 | 0 | | None |
| 103 - 160 Ontario Street, General Delivery | 10272.103 | 0 | | Monster, Cookie |

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

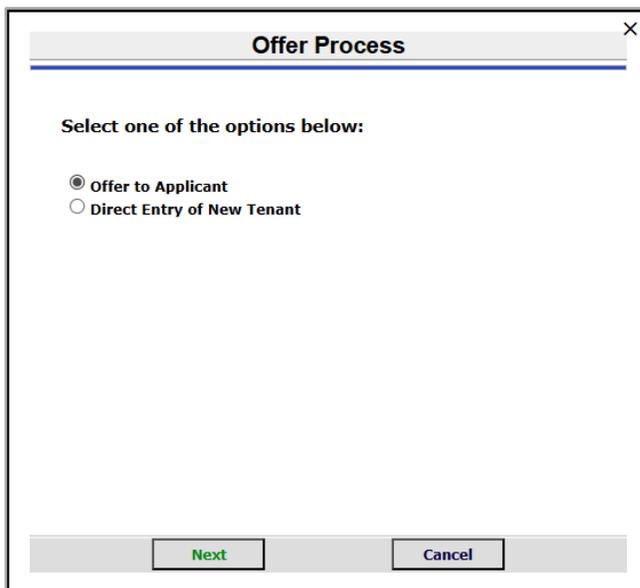
 **Tip:** The **Tenant** column will list "**None**" when the unit is vacant.



[Offer Process](#) [Change Unit Status](#) [Create Reminder](#)

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5. From the quick action bar at the bottom of the page, click on **Offer Process**



Offer Process

Select one of the options below:

Offer to Applicant

Direct Entry of New Tenant

Next Cancel

6. A new window will pop up. Choose **Offer to Applicant** and click **Next**

 **Tip:** Have the prospective tenant's SHR or HR Application file number ready before clicking next.

Offer Process

Application:

Select one of the options below:

- Pre-screening/Possible Offer - select this option if:**
You have spoken to applicant and they will be getting back to you to confirm the unit or building; or
You are trying to contact applicant regarding a possible offer;
- Make Offer - select this option if:**
Applicant is interested in the unit and an appointment is being made for viewing
- Accept Offer - select this option if:**
Applicant is taking the unit and a move in date is being arranged.

7. Enter the housing application file number in the **Application** field at the top of the window, choose **Accept Offer** and click **Next**.

Accept Offer

Application: **1398440** **Piggy, Miss**

Society:

Development:

Unit:

Tenancy Start Date:

Comment:

8. Verify that the unit address is correct and enter the tenancy start date. Click **OK**



Note: Use the Move in Date Guidelines:

- 1st -14th set start date to 1st of the month.

Example: Tenant moves in on Nov 3rd you set it as effective Nov 1st
- 15th - end of month, set start date to 1st of the next month.

Example: Tenant moves in on Nov 17th you set it as effective Dec 1st

Development: **Mathilde Manor IV**
Society: **Tilly's Society for Training and Learning**

| Address | Mathilde Manor IV | Sz | Subsidy | Tenant |
|---------|----------------------|----------|---------|----------------------------------|
| | | | | |
| | 101 - address | 0 | | The Frog, Kermit |
| | 102 - address | 0 | | Piggy, Miss |

9. 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