BC HOUSING

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:

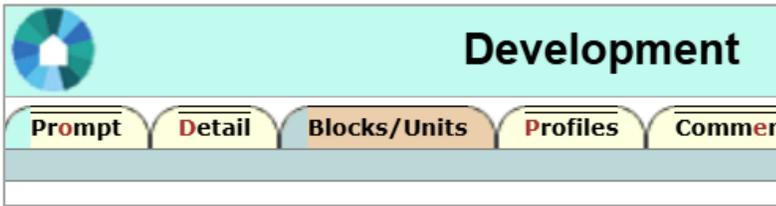|	
	1. After logging into Housing Connections navigate to **Developments** from the **Quick Menu** ⚠ Note: Quick Menu will look different depending on a user's permissions. Not all users will see the same quick menu options.

	2. Select your building from the **Development** drop-down list
	3. Go to the **Blocks/Units** tab
	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 quick action bar at the bottom of the page, click on **Offer Process**
	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.
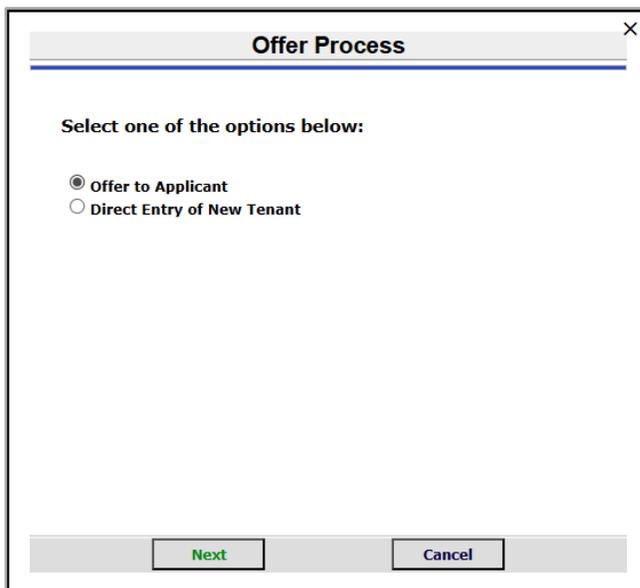
7. Enter the housing application file number in the **Application** field at the top of the window, choose **Accept Offer** and click **Next.**

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

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

💡 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