

# Vacate a Tenant

## Scope:

This guide provides instructions for vacating a tenant in Housing Connections.

## 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)
- Confirm Tenant's move out date

## Procedure:

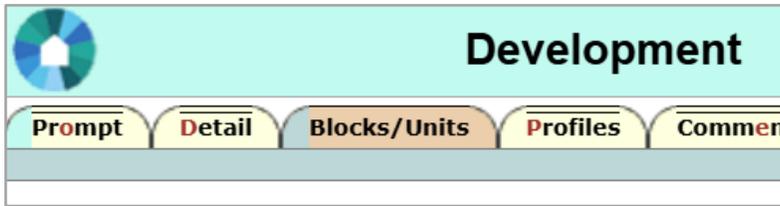


1. After logging into Housing Connections navigate to **Developments** from the **Quick Menu**

**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
<b>Mathilda Manor IV</b>				
<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 name of the tenant you wish to vacate.



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

### Vacate Unit

Address: **101 - 160 Ontario Street, General Delivery**  
 Tenant: **The Frog, Kermit**

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**1** Last Day of Tenancy:

Vacate Reason:

Where Tenant Moved To:

Outstanding Debts:

Social Issues. Do not re-house this tenant.

Ensure that you have documented the reasons why this tenant should not be re-housed. This information should be retained and sent to BC Housing on request.

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**2** Unit Available To Rent

Exactly      on date

Approximately

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**3** Comment:

6. Input the required information:

- **Last Day of Tenancy**  
Enter the Move-out Date
- **Vacate Reason**  
Must select one reason
- **Where Tenant Moved To**  
Must select one option
- **Current Unit Available to Rent**  
Select **Exactly**

Click **Finish**.

**Tenancy**

**Prompt** | **Summary** | **Household** | **Contacts** | **Comments** | **Amounts** | **Health** | **Ap**

**Next Ten**

Tenant: [The Frog, Kermit](#) HC348556\_10272.101\_02  
 Development: [Mathilda Manor IV](#)  
 Unit: [101 - 160 Ontario Street](#)  
 Has alternate mailing address?

**Summary**

Tenancy Start Date	<b>02 Oct, 2024</b>	Vacate Reason	<b>Tenant Gave Notice</b>
Tenancy End Date	<b>31 Dec, 2025</b>	Outstanding Balance	
Housing State	<b>Acceptable</b>	Social Issues	<input type="checkbox"/>

7. The Unit is now vacant. Verify that the Tenancy End Date is correct.

**i** Move-out Date Guidelines:

2<sup>nd</sup> - end of the month, set vacate date to the end of that month.

*Example: Tenant moves out on Sept 3<sup>rd</sup> you set it as effective Sept 30<sup>th</sup>*

1<sup>st</sup> of month, set vacate date to the last day of the previous month.

*Example: Tenant moves out Dec 1<sup>st</sup> you set it as effective Nov 30<sup>th</sup>*

**💡 Tip:** If you need to make an adjustment to the vacate date, select **Adjust Tenancy End** from the quick action bar at the bottom of the **Tenancy** page.

If you vacated the tenancy in error, select **Re-Instate Tenant** from the quick action bar.

Tenancy End Date	<b>31 Dec, 2025</b>	Outstanding Balance	
Housing State	<b>Acceptable</b>	Social Issues	<input type="checkbox"/>

[Add Comment](#) | [Create Reminder](#) | [Request Mailing](#) | [Re-instate Tenant](#) | [Adjust Tenancy End](#) | [Sta](#)

2005 BC Housing Burnaby, British Columbia

When you return to the **Development** page, you will see that the Unit is vacant and available for you to enter a new tenant.

Society <a href="#">Tilly's Society for Training and Learning</a>				
Address	Ref	Sz	Subsidy	Tenant
<a href="#">Mathilda Manor IV</a>				
<a href="#">101 - 160 Ontario Street, General Delivery</a>	10272.101	0		None

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