

# HOUSING YORK INC. MARKET RENT PROCESS

## FREQUENTLY ASKED QUESTIONS

Thank you for your interest in a market rent unit with Housing York Inc. (HYI). We understand the importance of finding a suitable home and appreciate your interest in our properties.

**Important:** When expressing interest and replying to a vacancy email, please ensure you attach your completed [offer to lease](#) and documents. Emails received without an offer to lease and supporting documentation will not be considered. Please see below for guidance on preparing your documentation in advance.

Due to the volume of emails we receive, the HYI team is unable to respond to phone or email inquiries. However, we would like to offer the following information to assist you with the market rent process. Below are some frequently asked questions:

### **Q1: What is the market rent program?**

Market rent is where the resident pays the full rent for the unit and rent typically increases each year (similar to what you would pay a landlord in the private sector). The annual rent increase is determined by the guidelines established by the Provincial government. Market rent units are not subsidized.

### **Q2: What is the application process for market rent units?**

At HYI, our market rent application process is fully digital and units are filled on a first-come, first-served basis. When a market unit is available for rental, an email is sent to individuals on the [subscriber list](#). The email provides information about the available unit, such as unit size, building location, amenities and rental rate.

If you are responding to a market rent vacancy, please be sure to include an [offer to lease](#) and supporting documentation in your email reply. Emails received without an offer to lease or supporting documentation will not be considered. Examples of acceptable documents include:

- Letter from an employer or pay statement(s) confirming at least 8 weeks of consecutive employment income
- A recent Notice of Assessment from Canada Revenue Agency for self-employment

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- Pension statements or bank statements showing pension deposits (please black-out other information on the bank statement)
- Ontario Works or Ontario Disability Support Program benefit statements or bank statements showing benefit deposits (please black-out other information on the bank statement)
- Investment statements for assets

The HYI team will reach out to you in the order in which applications are received, and at that time, you will have the opportunity to submit follow-up questions about the unit.

Applicants are expected to complete the [offer to lease](#) and scan or photograph supporting documents. Please note that unlike our subsidized housing program, HYI **does not** have a dedicated team to help with the market rent application process. Your independent completion of the application is appreciated and essential.

### **Q3: What if I need assistance with my offer to lease?**

If you need assistance during the market rent process, there are several community resources available in York Region that can provide support. This includes the [Housing Help Centre](#), [Welcome Centre](#) (specifically for immigrants), or other resources listed in the [Up Your Life Guide](#). Additionally, you can consider seeking help from a trusted friend or family member who can assist you with managing your email application.

### **Q4: How do I subscribe for market rent updates from HYI?**

To subscribe for market rent updates from HYI, you can fill out the [Market Rent Subscription Form](#) on [york.ca/MarketRentHYI](http://york.ca/MarketRentHYI). This form is designed to gather information from interested individuals who want to receive email notifications about available market rent units. By filling out the form, you will be added to our market rent subscriber list to receive emails about new market rent vacancies.

### **Q5: Is market rent the same as subsidized housing?**

Market rent is not the same as subsidized housing. Subsidized housing is for eligible households who do not have enough income and/or assets to pay full market rent. For more information on subsidized housing and to apply, please visit [york.ca/ApplyforHousing](http://york.ca/ApplyforHousing). Applying for or participating in the market rent program does not impact your position on the subsidized housing wait list, as the two programs are separate.

Information about rent subsidies is also available on [york.ca/ApplyforHousing](http://york.ca/ApplyforHousing). Rent subsidies are only offered to applicants on the Region's subsidized housing waiting list. If you have questions about your place on the subsidy wait list, please contact Housing Access at 1-877-464-9675, or by emailing [Housing.Access@york.ca](mailto:Housing.Access@york.ca).

**Q6: Can someone else submit my offer to lease on my behalf?**

Yes, a trusted friend or family member can submit the email on your behalf if you provide them with the necessary information and documentation.

**Q7: Are there any resources for applicants without computer access?**

If you do not have access to a computer or scanner, it is recommended that you prepare your [offer to lease](#) and supporting documentation in advance at a local library or print shop. Once you have prepared the necessary documentation, keep it in your email for easy access when replying to a listing from your device.

**Q8: I need to change my preferences for the market rent updates. What should I do?**

If you need to change your preferences for the market rent updates, fill out the [Market Rent Subscription Form](#) again with your updated information. This will ensure that you receive notifications based on your current preferences and interests.

**Q9: When does HYI send out market rent vacancy emails?**

HYI sends out market rent vacancy emails at 1 p.m. on weekdays, subject to the availability of the unit. With close to 10,000 subscribers, the process is highly competitive, so it's important to check your email around that time and have your [offer to lease](#) and supporting documents ready to respond promptly for the best chance of securing a market rent unit.

**Q10: I am interested in viewing the unit before applying. How can I arrange a tour?**

Due to a high volume of emails and inquiries, the HYI team is unable to offer unit tours prior to receiving an email with an expression of interest and a completed offer to lease. However, if your application is among the top candidates, the Property Management team will reach out to arrange a tour of the unit before proceeding with a formal lease.

**Q11: What if I have additional questions about market rent units?**

HYI does not have a dedicated team member to assist with market rent applications as they must be completed independently. However, if you have further questions regarding the market rent units, please contact Access York at 1-877-464-9675, or by email at [accessyork@york.ca](mailto:accessyork@york.ca)

Thank you,

Housing York Inc.