



MARKETING AND VACANCY PROCEDURE

When the provider receives a notice to vacate from a member. All notices must be in writing and provide 60 days' (or as stated in your by-laws) from the date of move out. The move out date will be the last day of the month.

Marketing vacant unit sometimes can be a task when it comes to market rent units. The following are some steps that will need to be taken into consideration to facilitate your process;

- Make sure that your building/site is all clean and presentable – first impression is always the last impression. The surrounding, underground, landscape, hallways, elevators, corridors, stairs, etc requires to be inspected on a daily basis and be part of cleaning staff's routine.
- If the Co-op does not have an external waiting list of potential applicants, you can advertise the unit on various websites such as, torontorental.ca, viewit.ca, CHFT or post on Kijiji. Memos posted internally in the comment area are also a way of advertising the upcoming vacant unit and/or informing other nearby sites.
- Inform the Property Manager of the upcoming vacant unit. A unit inspection will need to be performed to determine the condition of the vacating unit, this allows all contractors to be scheduled ahead of time for needed repairs. A final unit inspection should be performed closer to the move out date to verify if any deficiency has been addressed.
- Turnover of a unit should be less than two weeks from the time the member has vacated. Turnover vacancy loss should be within 15 days minimum and no more than a month (*unless the unit is left in a bad condition- major work, pest control issues, security reasons etc...*)

APPLICATION PROCESS

- Once a potential applicant has been selected, you will need to contact them to schedule a viewing of the unit. Unit must be ready for viewing; cleaned, painted, and up to standard. You may have multiple applicants viewing the unit. No offer should be made until all information has been provided.

- **Process for approval**
The following information you will need to proceed for approval;
 - ✓ Market application form

 - ✓ Identification Document - must provide for each member of the household; birth certificate, passport, permanent residence card (PRC), social insurance card (SIN) and driver license/owner ship of the vehicle if they are registering a vehicle. Health Card is not considered a valid ID

 - ✓ Income verification - employment letter, 8 weeks of paystubs

 - ✓ Bank statement

 - ✓ Credit/landlord check

- **Offer of the unit**
 - ✓ Contact the applicant and inform that their application has been approved

 - ✓ Confirm the unit number and the effective date of move in

 - ✓ Make an appointment to sign occupancy agreement/lease and provide first month payment and deposit (*some locations will require a last month also*). Deposit is equal to the monthly housing charge/rent payment of the unit. The last month deposit is required prior to moving into the unit.

 - ✓ Confirm date of move in for reservation of the elevator (if applicable)

- ✓ Assign unit keys, fob, by-law binder and any other information that is important for the new member/tenant to know. A **Welcome Letter/Pamphlet** should be provided with all the information relating to the site/building; office hours, schedule of garbage/recycle pick-up, maintaining the building/site and a list of fees (attached).

The unit can be filled if they are prepared for occupancy, the property is well-maintained, landscaping and parking area are groomed, there is good marketing, the applicants are given superior customer service, the applicants are approved almost immediately, and the agreement are signed quickly. If everyone works together like a championship winning team, you can do it!!

Presented and Approved by the Board of Directors on _____, 2016

President

Corporate Secretary