

Guest Policy

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| Policy name | Guest Policy |
| Policy number | 4.6 |
| Date developed | April 25, 2002 |
| Date reviewed or revised | March 24, 2009 October 17, 2019 |
| References | <i>Housing Services Act, 2011</i> O. Reg. 367/11 Section 96 (4) <i>Residential Tenancies Act, 2006</i> |
| Also see | <i>Accommodation Policy</i> <i>Internal Review Policy</i> <i>Addition to the Household Form</i> |

Policy statement

Cambridge Kiwanis Village (CKV) will permit rent geared-to-income tenants to invite overnight guests into their home for periods no greater than 14 days. As much as possible the non-profit will treat market and rent-geared-to-income (RGI) tenants similarly and will seek to balance the rights of tenants to host overnight guests with its legislated obligations.

Purpose and scope

Purpose

The Guest Policy is designed to:

- Enable rent gear-to-income tenants to have live-in guests for up to two weeks
- Ensure both Cambridge Kiwanis Housing and its tenants comply with legislation and regulations
- Ensure subsidies reflect the true household income including any new additions to the household
- Ensure all tenants, including those who join the household maintain the same standards as other tenants within the organization.

Scope

The Guest Policy applies to all tenants of Cambridge Kiwanis Village Non-Profit Housing.

Definitions

Visitors: Persons who visit a tenant, but whose principal address is outside Cambridge Kiwanis Housing.

Guests: Persons who do not have another address, but are staying with a tenant for a limited time while seeking a home. Their income is not included in the calculation of rent-geared-to-income.

Tenants: Persons who have signed a lease, and enjoy all the rights and responsibilities of tenancy.

Occupants: Persons who live in a unit with the permission of Cambridge Kiwanis Housing and the original tenant, but do not have any right to remain in the unit after the original tenant moves out.

Procedure

VISITORS

Visitors may come to the unit as frequently as the tenant invites them. Very frequent visitors may be asked to demonstrate they have a principal address outside Cambridge Kiwanis Housing.

GUEST PARKING

Guest parking is available during over-night visits. The tenant is required to complete an over-

night visitor pass. Once completed, it is to be placed in the Superintendent's office. For guests visiting 1195 King St E., over-night visitor passes are in a black box in the back entrance to the building. For guests visiting Linden Drive, over-night visitor passes are available in the front lobby. The Manager -Tenant Services will use discretion as to whether or not the over-night visitor parking pass is approved.

GUESTS OF RENT-GEARED-TO-INCOME HOUSEHOLDS

- a) A tenant who invites a guest(s) into their unit must register the guest with the Superintendent if the visit will be more than three nights.
- b) Any tenant may invite a guest(s) into their unit for up to two weeks without the permission of Cambridge Kiwanis Housing.
- c) If a tenant wants a guest(s) to stay longer than two weeks, he or she must submit a written request to the Manager – Tenant Services, stating how long the guest will stay. The Manager – Tenant Services may agree to the stay and will confirm in writing the length of stay permitted. The Manager – Tenant Services may refuse the request if:
 - It appears the guest does not intend, or has no prospects of, moving at the end of the requested term of stay, or
 - Staff or tenants have complained about the guest's behaviour, and those complaints have been found valid.
- d) At the end of the allowed term of stay, the Manager – Tenant Services will ask the Superintendent to ensure that the guest has left. Guests may apply to become tenants. (see *Additions to Households* section of this policy).
- e) If a guest continues to stay in the unit without the permission of Cambridge Kiwanis Housing, the tenants' rent subsidy may be withdrawn with 90 days' notice. The tenant has the right to ask for a review of this decision.
- f) Should the tenant move out of the unit, the guest must also move out. Any guest(s) staying in the unit after the lease-holding tenant moves out will be removed.
- g) At all times, tenants are responsible for the behaviour and actions of their guests.

UNREPORTED STAYS OF RENT-GEARED-TO-INCOME HOUSEHOLDS

Cambridge Kiwanis Housing may receive information from a third party that a new person may

be staying in a unit. In this case:

- a) The Manager – Tenant Services will contact the tenant to ask for an explanation and proof of current address. If it is established there is a new person living in the unit (i.e. a person with no other address and no plans or prospects for alternate accommodation), the person will be asked to leave. If the person fails to leave, he or she must apply to become a tenant by completing an application issued by the Manager – Tenant Services. This process does not automatically guarantee approval of tenancy.

ADDITIONS TO HOUSEHOLDS THAT RECEIVE RGI SUBSIDY

- a) Tenants must report any new persons occupying their unit within 10 business days of the new occupant's move-in, in accordance with legislation.
- b) Guests wishing to become tenants must complete an *"Addition to Household"* form, and return it to the Manager – Tenant Services before their term of stay is over.
- c) The person must be eligible to receive RGI subsidy in order for the household to continue to qualify for subsidy. He or she must:
 - Be a Canadian citizen, landed immigrant or refugee claimant, not under a deportation or departure order
 - Not be in arrears to a social housing provider in Ontario
 - Not be guilty of obtaining RGI subsidy wrongfully, or of misrepresenting income, within the last two years
 - Not own residential property, unless he or she agrees to sell the property within 180 days of moving in
 - Not have income or assets that put the household above local income or asset limits (if applicable).
- d) Cambridge Kiwanis Housing may also refuse to allow the guest to become a tenant, on grounds permitted under O. Regulation 339/01, as follows:
 - It would be contrary to Cambridge Kiwanis Housing's mandate
 - The applicant has a history of non-payment of rent
 - Cambridge Kiwanis Housing has justifiable grounds to believe that it is unreasonable for the household to reside in shared accommodation
 - The physical characteristics of the unit do not suit the needs of the household
 - The application involves a special needs unit, and the level of service required is significantly greater or less than the level of service needed by the household.
- e) If the guest is eligible for RGI subsidy, Cambridge Kiwanis Housing may allow him or her to become a tenant. The household, including the guest, will be required to sign a new lease.

- f) If the tenant denies that there is a new person living in their unit, or the situation is unclear, the Manager – Tenant Services will require the tenant to complete and sign a current declaration of income and household composition.
- g) If the new individual in the unit is a guest who has stayed in the unit longer than permitted by Cambridge Kiwanis Housing, the occupant must apply to become a tenant (following the steps above). This could result in a retroactive rent charge or a loss in subsidy.
- h) If a guest continues to stay in the unit without the permission of Cambridge Kiwanis Housing, Cambridge Kiwanis Housing will withdraw the household's rent subsidy with a 90 day notice. The tenant has the right to ask for a review of this decision.
- i) If the newcomer fails to vacate the unit, Cambridge Kiwanis Housing may evict the entire household.

ADDITIONS TO THE HOUSEHOLD IN MARKET RENT UNITS

- a) The market tenant may decide to allow their guest to apply for tenancy rights to the unit and be added to the lease. In this case the tenant and the guest(s) must complete an application and submit it to the Manager – Tenant Services for approval.
- b) The Manager – Tenant Services will accept the addition to the household application once a landlord and credit check is completed on the applicant. Once approved, a new lease will be created for all parties to sign.
- c) The Manager – Tenant Services may refuse to grant tenancy if the guest would not have been accepted had they been a member of the original household, (i.e. the occupant has a record of damage, arrears, or disturbance to others). In this case, the Manager – Tenant Services may allow the guest to stay without signing the lease as an occupant. The original tenant would continue to be responsible for the rent and the behaviour of the guest. The guest would have no right to the unit if the original tenant were to move out.