

# CAMBRIDGE KIWANIS HOUSING

## Internal Transfer Policy

Policy name	Internal Transfer Policy
Policy number	4.7
Date developed	November 12, 2015
Date reviewed or revised	December 19, 2019
References	Ontario Regulation 367/11 Housing Services Act, 2011 Human Rights Code
Also see	<i>Accommodation Policy</i> <i>Internal Transfer Request</i> <i>Internal Transfer Agreement</i> <i>Medical Accommodation form</i> <i>Internal Review of Decisions Policy</i>

### Policy statement

Cambridge Kiwanis Housing recognizes that from time-to-time rent-geared-to-income (RGI) or market rent tenants may request a transfer from their present accommodation to another unit. Staff will respond to all requests in a fair, consistent, and financially responsible manner. There will be a \$25 administration fee associated with a transfer that is requested by the tenant(s) for transfers except for those required by Ontario Regulation 367/11, the Region of Waterloo's eligibility rule regarding occupancy standards or which are identified as necessary under the Cambridge Kiwanis Housing

## Purpose and scope

### **Purpose**

The purpose of this policy is to:

- allow Cambridge Kiwanis Housing's tenants to move from one unit to another;
- give priority to tenants who qualify as special priority, who are overhoused in accordance with the Region of Waterloo's eligibility rule regarding occupancy standards or who urgently need a different unit on health or related grounds;
- balance the needs of Cambridge Kiwanis Housing's tenants with the needs of people hoping to move into Cambridge Kiwanis Housing for the first time; and
- recognize Cambridge Kiwanis Housing's limited financial resources and service level targets set out by the Region of Waterloo

### **Scope**

This policy applies to all Cambridge Kiwanis Housing staff responsible for monitoring and facilitating the movement of tenants within the portfolio and to all tenants.

## Definitions

### **code-related**

A matter related to Cambridge Kiwanis Housing's obligations under the *Human Rights Code, 1990*. This may include requests for a transfer to a special needs modified unit.

### **good standing**

A household that:

- has not been given an eviction notice;
- does not owe arrears or any other money to Cambridge Kiwanis Housing (unless financial hardship has made this household a "priority move");
- has paid its rent on time for the last 12 months;
- has no history of damage to the unit, disturbing neighbours or harassing staff.

### **HSA**

*The Housing Services Act, 2011*

### **overhoused household**

An RGI household living in a unit which is larger than the largest unit for which they qualify under the Region of Waterloo's eligibility rule regarding occupancy standards.

### **priority moves**

Households that have an urgent need to move due to health concerns or significant

change in financial or family circumstances. Examples of urgent needs include:

- Tenants needing to escape abuse but who have not lived with or been sponsored by the abuser and so do not qualify for special priority status, including tenants being threatened or harassed. Cambridge Kiwanis Housing management staff will establish the level of documentation required to substantiate the abuse.
- A household whose request has been deemed code related by Cambridge Kiwanis Housing
- A household member has a medical condition or permanent disability, and their current unit meets one of the following:
  - is inaccessible
  - substantially aggravates the condition
  - prevents or substantially increases the cost of treatment (a completed Medical Accommodation form is required)

## **RGI**

The tenant's rent-geared-to-income subsidy.

### **special priority**

Status that is granted to a member of an applicant or tenant household, aged 16 years of age or older, who meets the criteria outlined in section 54 of Ontario Regulation 367/11.

### **underhoused households**

Households that have more than two household members per bedroom or who have opposite-sex household members, who are not spouses, sharing bedrooms.

## **Policy**

### **1.0 Eligibility for Internal transfer**

In order to be eligible for an internal transfer, and to maintain that eligibility households must meet the following:

- the household has lived in the unit for at least one year
- there are no arrears
- no late payments within the last 12 months
- no substantiated complaints from neighbours or staff; or complaints from neighbours or staff that resulted in a LTB Notice being served to the household
- no damage (beyond regular wear and tear) to the tenant's unit was found in a unit inspection

Prior to showing the unit to the next household on the internal waiting lists, staff will assess whether or not the household continues to meet the criteria for an internal transfer.

The above requirements *may* be waived in the following circumstances:

- Households that are required to transfer because they are overhoused in accordance with the Region of Waterloo's eligibility rule regarding occupancy standards, have been granted special priority designation, or require Code-related accommodation are not required to meet the Cambridge Kiwanis Housing's eligibility criteria. Staff may, at their discretion, waive Cambridge Kiwanis Housing's eligibility criteria for priority transfers.
- Each transfer may necessitate a redecoration/repair of the originally vacated unit and an additional redecoration/repair of the unit subsequently vacated by the tenant who transferred. Aside from special priority, overhoused or Code-related transfers, the number of transfers can be capped in the event Cambridge Kiwanis Housing is unable to complete the necessary repairs due to financial or human resource limitations.

## **2.0 Request for internal transfer (RGI)**

A household requesting an internal transfer must complete an *Internal Transfer Request* form and submit it to the Cambridge Kiwanis Housing office.

A household that is applying for a transfer as a special priority household or as a result of a Code-protected disability must inform the Manager – Tenant Services that they are seeking this status. If applying for special priority status, the Manager – Tenant Services will immediately refer the household to the Region of Waterloo Community Housing Access Centre to determine eligibility. The Region of Waterloo is responsible for advising both the tenant and the housing provider of whether or not the status has been approved.

## **3.0 Ranking on internal waiting list**

Cambridge Kiwanis Housing's internal waiting lists will be comprised of multiple subsidiary lists. Each subsidiary list will be ranked by priority relative to other lists and the households on each list will also be ranked.

### **3.1 Internal Waiting Lists**

Cambridge Kiwanis Housing's internal waiting lists for RGI households will be ranked according to the criteria below.

#### **1. Households with Special Priority designation**

- Special priority households will be ranked chronologically by the date they applied for special priority designation.

## **2. RGI households that are overhoused in accordance with the Region of Waterloo's eligibility rule regarding occupancy standards**

- Cambridge Kiwanis Housing will follow the Region of Waterloo's procedure for handling overhoused households.
- In the event that tenant(s) no longer meet the occupancy standards outlined by the Region of Waterloo, Cambridge Kiwanis Housing will ask tenant(s) to do the following:
  - Place their name on the internal transfer waitlist
  - After one year on the internal transfer list, if the tenant(s) have not moved to a unit of appropriate size, it is required that they apply with the centralized waitlist with the Region of Waterloo
  - If the tenant(s) do not apply to or if they withdraw their application from the centralized waitlist, rent subsidy will be terminated with 90 days' notice
  - If a tenant(s) turn(s) down an offer of an appropriate size unit either with Cambridge Kiwanis Housing or the Region of Waterloo, rent subsidy will be terminated with 90 days' notice

## **3. Priority Moves**

- Priority applicants will be offered units in order of their application date for a transfer.

## **4. Underhoused households**

- Underhoused households will be ranked chronologically in the order they applied for a larger unit.

## **5. Special Needs/Modified Units**

- Households requesting a transfer to a special needs modified unit will be required to provide the following documentation in addition to the Internal Transfer Request form:
  - Medical Accommodation Form
- The household's eligibility for a special needs modified unit will be assessed prior to adding the household to the internal waiting list. IF the household is eligible for a special needs modified unit, the household will be added to the internal waiting list.

- Households on the special needs modified unit internal waiting list will be ranked chronologically by the date that Cambridge Kiwanis Housing received a completed application form.

## **6. Well Being**

- This category reflects a range of needs not defined above. Transfers from this category will only take place once the transfer requests in Priority 1, 2, 3, 4 and 5 have been exhausted.
- Examples of situations that would warrant a Well Being move:
  - Social - Serious disruption to the quiet enjoyment of the residential property by others that cannot be resolved by the tenant or Cambridge Kiwanis Housing.
  - General Health - Tenant(s) requires continual medical treatment and is unable to adequately receive assistance in vicinity of residential community and relocation would substantially reduce costs of access to facilities or services.
- Applicants on this list will be ranked chronologically.

## **7. Market Rent Households**

- Only after the RGI lists have been exhausted, would Cambridge Kiwanis Housing offer a transfer to market rent units.

When notice-to-vacate is given for a unit, the first appropriately sized household on the highest ranked list will be offered the unit. The unit will be offered to each appropriately sized household on a list before being offered to appropriately sized households on the next, lower priority, waiting list.

### **4.0 Offering a unit**

- Manager – Tenant Services will offer a to households on the internal transfer list in the order they appear on the waiting list, when possible.
- Manager – Tenant Services may exercise discretion in the decision to offer a vacant unit to anyone on the internal transfer list other than special priority, overhoused and other priority transfer requests if the resources are not available to prepare the units that are vacated in a given month without incurring vacancy loss.
- A household will have 24 hours to decide whether to accept the unit.
- If an overhoused household refuses the offer, staff will notify the Region of Waterloo Community Housing Access Centre as households only get one offer.

- Once the internal transfer has been approved, the transferring tenant will be required to sign an *Internal Transfer Agreement* to confirm their responsibilities and the details of the move.

#### **5.0 Review of decisions**

- Households can request a review of the following decisions under the HSA:
  - size of unit the household is eligible for
  - type of unit the household is eligible for
- Cambridge Kiwanis Housing shall follow the process outlined in the *Internal Review of Decisions Policy*