

Internal Transfer Policy

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Policy number	6.12
Date	April 12, 2016
Date reviewed or revised	April 25, 2016
Next Review Date	April 2019
References	<p><i>Housing Services Act, 2011</i> Ontario Regulation 367/11 section 38</p> <p>If applicable: Service Manager local rule about Occupancy Standards</p> <p><i>Residential Tenancies Act, 2006</i> Ontario Regulation 516/06</p> <p>As Is Agreement Internal Transfer Agreement Internal Transfer Request Medical Confirmation for Internal Transfer</p>
Also see	<p><i>Accommodation Policy</i> <i>Human Rights Code Policy</i> <i>Review of Decision Policy</i></p>

Policy statement

It is the policy of Housing Cambridge to permit, both rent-geared-to-income (RGI) and market rent tenants to transfer when appropriate units become available. Housing Cambridge will respond to all transfer requests in a fair, consistent and financially responsible manner.

Purpose and scope

Purpose

The purpose of this policy is to:

- allow Housing Cambridge'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 service manager's eligibility rule regarding occupancy standards or who urgently need a different unit on health or related grounds;
- balance the needs of Housing Cambridge's tenants with the needs of people hoping to move into Housing Cambridge for the first time; and
- recognize Housing Cambridge's limited financial and human resources

Scope

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

Definitions and clarification

Code-related

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

Designated Staff

The staff person(s) or department who has been designated to complete a particular action or requirement.

Good Standing

A household that:

- has not been given an eviction notice within the last 12 months;

- does not owe arrears or any other money to Housing Cambridge
- has paid its rent on time for the last six 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 service manager 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. The Property Manager will establish the level of documentation required to substantiate the abuse.
- A household whose request has been deemed code related by Housing Cambridge
- 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 Confirmation for Internal Transfer* 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.

Housing Cambridge

The organization whose board of directors has approved this policy.

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.

Procedure

Eligibility for internal transfer

- Any household in good standing may request a transfer after having lived in a unit for at least one year.
- Households that are required to transfer because they are overhoused in accordance with the service manager eligibility rule regarding occupancy standards, have been granted special priority designation, or require Code-related accommodation are not required to meet Housing Cambridge's eligibility criteria. Staff may, at their discretion, waive Housing Cambridge's eligibility criteria for priority transfers.
- It may be a requirement that the tenant requesting a transfer return their unit back to its original state prior to vacating the unit.
- Aside from special priority, overhoused or Code-related transfers, the number of transfers can be capped in the event Housing Cambridge is unable to complete the necessary repairs due to financial or human resource limitations.

Request for internal transfer (RGI)

- A household requesting an internal transfer must complete an *Internal Transfer Request* form and submit it to the Housing Cambridge 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 Property Manager that they are seeking this status. If applying for special priority status, the Property Manager will immediately refer the household to the Community Housing Access Centre to determine eligibility. The Community Housing Access Centre is responsible for advising both the tenant and the housing provider as to whether or not the status has been approved.

Ranking on internal waiting list

- Housing Cambridge's internal waiting lists will be comprised of multiple subsidiary lists. Each subsidiary list will be put in chronological sequence.

Internal Waiting Lists

- Housing Cambridge's internal waiting lists for RGI households will be ranked as follows. The households waiting on each list will be added to the list and ranked according to the criteria of each list.
 - 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 service manager eligibility rule regarding occupancy standards**
 - The Property Manager will follow the service manager procedure for handling overhoused households.
 - 3. Underhoused households**
 - Underhoused households will be ranked chronologically in the order they applied for a larger unit.

Internal waiting list - special needs modified units

- Households requesting a transfer to a special needs or modified unit will be referred to the Community Housing Access Centre, who will determine whether or not to grant such designation. The tenant will be advised of the result of the assessment in writing.
- Households eligible to transfer to a special needs unit may apply to Community Housing Access Centre to be placed on the centralized waiting list and/or they may apply to be placed on the internal waiting list(s) for Housing Cambridge.

Completing an Internal Transfer

Maintaining eligibility for internal transfer

- Households must meet the following criteria in order to maintain their eligibility for an internal transfer:
 - there are no arrears

- no late payments within the last 6 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 the Housing Coordinator showing the unit to the next household on the internal waiting lists, the Property Manager will assess whether or not the household continues to meet the criteria for an internal transfer.
 - Households with special priority designation, who are overhoused in accordance with the service manager eligibility rule regarding occupancy standards, or who are requesting a transfer based on *Code-grounds* are not required to meet these eligibility criteria.

Offering a unit

- The Housing Coordinator will offer a unit being vacated to households on the internal transfer list in the order they appear on the waiting list.
- The Housing Coordinator 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, the staff person making the offer will record the refusal using an Applicant Activity Reporting Form and submit it to the Community Housing Access Centre.
- Units may be offered in an "as is" condition. Housing Cambridge will ensure the unit meets Housing Cambridge's maintenance and safety standards and that all electrical and plumbing fixtures are in good working order. However, Housing Cambridge may choose not to paint the unit, do minor patching, or make decorative changes to the unit.
- 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.

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
- Households must be informed by the Property Manager of their eligibility for the size and type of unit through a written Notice of Decision. A Request for Review form must be attached to the Notice of Decision. These decisions are subject to the Community Housing Review System process managed by the Region of Waterloo. A request for review of the decision must be submitted by the tenant(s) in writing, using the Request for Review form and be received by the Region of Waterloo within thirty (30) days of the date on the Notice of Decision from Housing Cambridge.