

## **Internal Transfer Policy Chatham Hope Non Profit Housing**

**Passed by the Board of Directors**  
**Approved date: April 19, 2010**  
**Last reviewed date: April 19, 2010**  
**Last approved revision date: October 26, 2009**

### **Goals**

The Transfer Policy applies to tenants who want to move from one Chatham Hope unit to another. Households who wish to move into Chatham Hope from other social housing or from Chatham Hope to another social housing provider are external applicants, and must apply through the centralized access system.

This policy is designed to:

- allow Chatham Hope's tenants to move from one unit to another
- give priority to tenants who qualify as special priority, who are overhoused, or urgently need a different unit
- balance the needs of Chatham Hope's tenants with the needs of people hoping to move into Chatham Hope for the first time.

### **Eligibility**

Any household in good standing may ask for a transfer after it has lived in a unit for at least one year.

A household is in good standing if:

- it has not been given an eviction notice
- it does not owe arrears or any other money to the non-profit (unless financial hardship has made this household a "priority move")
- it has paid its rent on time for the last six months
- it has no history of damage to the unit, disturbing neighbours or harassing staff
- it has paid its utilities up to date if applicable
- it has provided timely and up to date "Income and Asset Review" statements within the last 12 months
- it maintains good standing while on the transfer list

The eligibility criteria do not apply to households granted special priority status or households that are overhoused. The "one year rule" may be waived for households identified as "priority moves."

## **Applications**

To transfer, tenants must complete an application form (Attachment #1), and give it to the property manager.

The property manager will:

- confirm the household is eligible for a transfer, based on local occupancy standards for RGI households, the non-profit's occupancy standards for market rent households and other policies
- add an eligible household to the waiting list, according to the policy below
- inform the tenant of their decision.

Tenants may appeal the property manager's decision. (See appeals, below.) If the decision to deny a transfer is upheld, the tenant may not re-apply for a transfer on the same grounds for one year.

A household that is applying for a transfer as a special priority household must inform the property manager that they are seeking this status. The property manager will immediately refer the household to the Service Manager to determine eligibility for special priority status. The Service Manager is responsible for advising both the tenant and the housing provider of whether or not the request for special priority status has been approved.

## **INTERNAL WAITING LIST**

### **Special Priority tenants**

If the Service Manager grants the household special priority status, the household will be added to the top of the provider's internal waiting list. If the housing provider does not have an appropriate sized unit, the household will be immediately added to the centralized waiting list by the Service Manager. Special priority households will be given priority on the internal waiting list chronologically, based on the date that they applied for special priority status.

### **Overhoused RGI tenants**

An "overhoused" RGI household is a household living in a unit which is larger than the largest unit for which they qualify under occupancy standards set by the Service Manager (or the standards set out in Ontario Regulation 298/01) Overhoused tenants who are paying rent-geared-to-income will be placed at the top of the internal waiting list after special priority applicants, in the order of the date they applied to move into the non-profit. This is a Provincial rule. It does not apply to market rent tenants. (No application form is required.)

A household is overhoused when it has more bedrooms than allowed by the municipal Service Manager's occupancy standards.

Tenants must report any change in household size to the property manager within 30 calendar days of the change. The property manager will automatically add any overhoused households to the internal waiting list, and will tell the household in writing. If Chatham Hope does not have an appropriately sized unit for the household, as defined by the Service Manager's occupancy standards, the household must apply to the central waiting list and choose a minimum of 2 alternate locations other than Chatham Hope.

Tenants may ask for a review of the property manager's decision (see appeals below).

Overhoused tenants may choose the location of the unit they would be willing to accept. If the household remains on the internal transfer list for one year, they must apply to the Service Manager to be placed on the centralized waiting list within 10 business days. If the household has not made application to the Service Manager within 15 business days, they will lose their RGI subsidy, and must pay market rent.

If the tenant refuses a total of (3) three units while on either the internal transfer list or the centralized waiting list, they will lose their RGI subsidy, and must pay market rent.

### **Other Priority Moves**

After special priority and overhoused households, households with an urgent need to move are given priority over other transfer applicants. Priority applicants will be offered units in order of their application date for a transfer.

These urgent needs include:

- Tenants needing to escape abuse, including being threatened or harassed by neighbours. The Service Manager will establish the level of documentation required to substantiate the abuse.
- Financial hardship due to the loss of a partner, or a significant drop in income, that makes the market rent unaffordable.
- A household member has a medical condition or permanent disability, and their current unit:
  - . is inaccessible, or
  - . substantially aggravates the condition, or
  - . prevents or substantially increases the cost of treatment (documentation needed)

**(Any member of the household who is 16 years old or older may request that the Service Manager determine whether it should be included in the special priority household category on the waiting list for internal transfers.)**

Note: A separate waiting list is kept for wheelchair accessible units. Tenants who need a wheelchair accessible unit should ask to be placed on the "Special Needs waiting list."

### **Underhoused households**

- Households who have more than two household members per bedroom or who have opposite-sex household members other than spouses sharing bedrooms will be placed on the waiting list after overhoused and priority households, in the order they applied for a larger unit.

## **Other households seeking transfer**

All other eligible applicants will be placed on the internal waiting list *below* special priority, overhoused, other priority and underhoused applicants, in the order they apply for a transfer.

Applicants on this list will alternate with applicants on the external list. Every second unit (that has not been taken by a special priority, overhoused or priority applicant) will be offered to applicants in this category.

Consideration will be given to increasing the priority of requests for transfer on compassionate grounds, where the household wishes to move because of a death of a household member.

## **Maintaining eligibility**

Except in the case of special priority and overhoused tenants, when a tenant reaches the top of the list, the property manager will confirm the household is still eligible for a transfer. Before offering a unit, she will make sure:

- there are no arrears
- no late payments within the last 6 months
- no complaints about disturbing neighbours or harassing staff
- no damage to the tenant's unit was found in a unit inspection.

## **Offering a unit**

The property manager will offer a vacant unit to households on the internal transfer list in the order they appear on the waiting list.

The property manager may exercise discretion in the decision to offer a vacant unit to anyone on the internal transfer list other than special priority, overhoused and priority transfer requests if the resources are not available to prepare the vacating units in a given month without incurring vacancy loss.

Tenants will have 24 hours to decide whether to accept the unit.

The Service Manager must be notified when a special priority or overhoused household refuses an internal transfer.

A household, other than special priority, that refuses three offers while on the internal transfer (and/or the centralized waiting list) will lose their eligibility for RGI assistance.

Units may be offered "as is." Chatham Hope will ensure the unit meets the non-profit's maintenance and safety standards, and that all electrical and plumbing fixtures are in good working order. But Chatham Hope may choose not to paint the unit, do minor patching, or make decorative changes to the unit.

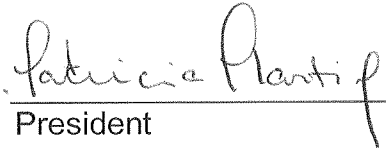
As per the RTA, Ont. Reg. 516/06, s 17,. a transfer fee in an amount not to exceed \$250 will be charged to and paid for by the household applying for a transfer when it's a discretionary internal transfer request.

## Appeals (Review of decisions)

Tenants can request a review of the property manager's decision to declare the household to be overhoused (as required by provincial regulations).

Tenants may also appeal the property manager's decision to:

- refuse a transfer request
  - refuse to give other priority status
1. To appeal the decision, the tenant must write to the property manager within 10 business days of receiving the written decision. This letter should explain why the tenant disagrees with the decision, and give any information that might affect the decision. In this letter, the tenant may also ask to meet with the Review Committee.
  2. Reviews will be handled following the Review Committee's normal procedure. (See Review Policy) All decisions of the Review Committee are final.
  3. If the tenant's appeal to transfer, or be given priority status, is not upheld, the tenant may not apply for a transfer on the same grounds for one year.

Signed by   
President

  
Secretary

**CHATHAM HOPE NON PROFIT HOUSING**  
**Transfer Application – Attachment #1**

Name of applicant(s) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Present address \_\_\_\_\_

Phone # \_\_\_\_\_

Other Household Members (under sixteen)

Name	Relationship to applicant	Birth date
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____

Length of time in present accommodation \_\_\_\_\_

Reasons for wishing to transfer

- My unit is unliveable
- I am living with abuse
- My current rent is unaffordable
- I have a medical condition or disability and my current unit does not accommodate my needs (i.e. it is inaccessible, or the unit aggravates the condition, or prevents or substantially increases the cost of treatment). *Please include a doctor's letter, describing your condition, and how a different unit would improve the situation.*
- My unit is too small
- Other reason

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Type and size of unit needed

\_\_\_\_\_

Signatures of all Applicants (sixteen years old or older)

Name _____	Date _____
Name _____	Date _____
Name _____	Date _____