



COUNTY OF RENFREW

RENFREW COUNTY HOUSING  
CORPORATION

# INTERNAL TRANSFER POLICY

**Note: Households who wish to move from one Housing Provider to another Housing Provider are new applicants, and must apply through the Social Housing Registry**

## **INTERNAL TRANSFER POLICY**

### **DEFINITION**

Ontario Regulation 339/01

“internal transfer” means, in respect of a household residing in a housing project of a Housing Provider,

- (a) The Transfer of the household from one rent-geared-to-income (RGI) unit to another RGI unit in the same or another building complex of the same Housing Provider, or
- (b) The transfer of the household from one special needs housing unit to another special needs housing unit in the same or another building complex of the same Housing Provider.

### **POLICY**

#### **Internal Transfer**

This Internal Transfer Policy applies to households who want to move from one unit to another within that Housing Provider’s portfolio.

Households who meet the transfer eligibility criteria will be placed on their Housing Provider’s internal waiting list by date and location preference.

### **ELIGIBILITY**

Any household in good standing may only submit an Internal Transfer application after they have lived in a unit for at least one year.

A household is in good standing if:

- They have not been given an eviction notice
- They do not owe any arrears to the Housing Provider
- They have paid their rent on time for the last six months
- They have no history of damage to the unit, disturbing neighbours or harassing staff
- They continue to meet all other eligibility and lease criteria

## **APPLICATIONS**

To transfer, a household must complete an application form and give it to their Housing Provider.

The Housing Provider will:

- Confirm the household is eligible for a transfer, based on local occupancy standards for RGI households and other policies
- Add an eligible household to the waiting list, according to the policy below
- Inform the household of the decision

A household may appeal their Housing Provider's decision. (See Review of Decision below.) If the decision to deny a transfer is upheld, the tenant may not re-apply for a transfer for six months.

## **URGENT TRANSFER REQUESTS**

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 domestic violence occurring within the unit. The Service Manager, Supportive Housing Provider or Lead Agency will establish the level of documentation required to substantiate the abuse. This does not apply when one household splits to form two households. In that situation the departing household will use the Social Housing Registry if they wish to re-apply.
- A household member has a medical condition or permanent disability (documentation required), and their current unit:
  - is inaccessible, or
  - substantially aggravates the condition, or
  - prevents or substantially increases the cost of treatment.
- Financial hardship due to the loss of a partner, or a significant drop in income, that makes the maximum rent unaffordable (tenant requests move to unit with lower maximum rent)

## **MAINTAINING ELIGIBILITY**

While a household is on the Internal Transfer list the Housing Provider will periodically verify that:

- There are no arrears
- No late payments
- No complaints about disturbing neighbours or harassing staff
- No breach of lease was found during unit inspection(s)
- Continues to meet all eligibility criteria

## **OFFERING A UNIT**

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

The Housing Provider may exercise discretion in the decision to offer a vacant unit to anyone on the internal transfer list other than over-housed and priority transfer requests if the resources are not available to prepare the vacating units in a given month without incurring vacancy loss.

Households will have 24 hours to decide whether to accept or refuse the unit. A timeframe for moving dates will be at the discretion of the Housing Provider. A household (other than an over-housed household) who refuses three units will be removed from the internal waiting list.

The Housing Provider will charge a transfer fee of \$250.00 to cover the cost of the transfer. The transfer fee is to be paid in full at time of acceptance of an offer.

## **REVIEW OF DECISIONS**

Households may appeal the Housing Provider's decision to:

- refuse a transfer request
  - refusal of urgent transfer status
1. To appeal the decision, the household must write to the Housing Provider within 10 business days of receiving the written decision from their Housing Provider. This letter should explain why the household disagrees with the decision, and give any information that might affect the decision.
  2. Reviews will be handled following the Review Committee's normal procedure. (See Review Policy, Ontario Regulation 298 Part VIII section 58.) All decisions of the Review Committee are final.
  3. If the household's appeal to transfer or be granted urgent status is not upheld, the applicant may not reapply for a transfer for six months.

# INTERNAL TRANSFER APPLICATION

Name of Applicant \_\_\_\_\_ Birth Date \_\_\_\_\_  
(dd/mm/yyyy)

Present Address \_\_\_\_\_

Telephone: \_\_\_\_\_ Cell: \_\_\_\_\_

Other Household Members:

Name	Relationship	Birth Date (dd/mm/yyyy)
1.		
2.		
3.		
4.		

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

Reason for requesting to transfer:

- A family member needing to escape domestic violence occurring within the unit
- Medical conditions or disability makes your current unit 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)
- Under-housed                       Expecting another child: \_\_\_\_\_  
dd/mm/yyyy
- Other reason: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Note: A transfer fee of \$250.00 will be charged and is payable in full at the time an offer is accepted.**

Signature \_\_\_\_\_

Date \_\_\_\_\_

<b>LOCATION PREFERENCES</b>			<b>Please Check <input checked="" type="checkbox"/></b>
<b>Pembroke</b>	<b>Housing For Adults</b> MacKay Street Elizabeth Street River Road Nelson Street Elizabeth Street	1-Bedroom Apts	<input type="checkbox"/>
	<b>Housing For Families</b> Cecil Street Nelson Street Lea Street Bronx Street Reynolds Ave Cecil Street Fraser Lane Arnolds Lane	2, 3, 4 & 5-Bedroom Townhouses, Duplex, or Houses	<input type="checkbox"/>
<b>Barry's Bay</b>	<b>Housing For Adults</b> Stafford Street	1-Bedroom Apts	<input type="checkbox"/>
<b>Beachburg</b>	<b>Housing For Adults</b> Smith Street	1-Bedroom Apts	<input type="checkbox"/>
<b>Cobden</b>	<b>Housing For Adults</b> MacKercher Drive	1-Bedroom Apts	<input type="checkbox"/>
<b>Deep River</b>	<b>Housing For Adults</b> Poplar Avenue	1-Bedroom Apts	<input type="checkbox"/>
<b>Eganville</b>	<b>Housing For Adults</b> Wallace Street	1-Bedroom Apts	<input type="checkbox"/>
<b>Palmer Rapids</b>	<b>Housing For Adults</b> Palmer Road	1-Bedroom Apts	<input type="checkbox"/>
<b>Renfrew</b>	<b>Housing For Adults</b> Hall Street, Vimy Blvd & Lorne St	1-Bedroom Apts	<input type="checkbox"/>
	<b>Housing For Families</b> Moran Heights, Oak Cres, Airth Blvd	2, 3, 4, & 5-Bedroom Townhouses, Duplex or Houses	<input type="checkbox"/>
<b>Arnprior</b>	<b>Housing For Adults</b> Albert Street Russell Street Burwash Street, Spruce St.	1-Bedroom Apts	<input type="checkbox"/>
	<b>Housing For Families</b> Riverview, Fourth Ave, Bridge St, Laird St, Third Ave, Allan Dr, Wilfred St, Caruso St, Spruce St	2, 3, 4 & 5-Bedroom Townhouses, Duplex or Houses	<input type="checkbox"/>
<b>Rent Supplement</b>	1 & 2-Bedroom Apts Are Available in Some of The Communities Listed Above		<input type="checkbox"/>