



COUNTY OF RENFREW

INTERNAL TRANSFER POLICY

**G.T. Seniors' Apartments (Arnprior) Inc.
Killaloe & District Housing Inc.
Kinsmen Court Home for Men and Women (Pembroke) Inc.
Opeongo Non-Profit Community Residential Development Inc.
Ottawaska Housing Corporation
Petawawa Housing Corporation
Renfrew County Housing Corporation
St. Joseph Non-Profit Housing Corporation**

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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 unit to another rent-geared-to-income unit in the same or another housing project 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 housing project of the same Housing Provider.

OBJECTIVE

To ensure that there is a method of dealing with tenant requests to move to other units within their Housing Provider's current portfolio.

POLICY

Internal Transfer

Tenants who meet the transfer eligibility criteria may transfer to another unit within their Housing Provider's portfolio. They will be placed on their Housing Provider's Internal waiting list by date and location preference, and will be listed as an “internal applicant”.

Note: All transfers other than Internal Transfers will be treated as a standard application for housing.

GOALS

The Transfer Policy applies to tenants who want to move from one unit to another within that Housing Provider's portfolio. Households who wish to move from one Housing Provider to another Housing Provider are external applicants, and must apply through the centralized access system.

This policy is designed to:

- Allow tenants to move from one unit to another within that Housing Provider's portfolio
- Give priority to tenants who are over-housed, or urgently need a different unit.

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 Housing Provider (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 meets all continued eligibility criteria

The eligibility criteria and "one year rule" will be waived if the household is over-housed. Consideration may be given to waiving the eligibility criteria for "priority moves" (see below).

APPLICATIONS

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

Your current Housing Provider 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 the decision.

Tenants may appeal their current 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 on the same grounds for one year.

INTERNAL WAITING LIST

Over-housed RGI Tenants

An “over-housed” RGI household is a household living in a unit, which is larger than the unit for which they qualify under occupancy standards set by the Service Manager (or the standards set out in Ontario Regulation 298/01). Over-housed tenants who are paying rent-geared-to-income will be placed at the top of the internal waiting list, in the order of the date they initially applied for housing. This is a Provincial rule, it does not apply to market rent tenants. (No application form is required.)

A household is over-housed 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 Housing Provider within 10 business days of the change. The Housing Provider will automatically add any over-housed households to the internal waiting list, and will tell the household in writing. If the Renfrew County Housing Corporation or its Housing Provider does not have an appropriately sized unit for the household, as defined by the Service Manager’s occupancy standards, the household will instead be placed on the central waiting list (the list for all social housing in the area).

Tenants may ask for a review of the Housing Provider’s decision (see Review of Decision below).

Over-housed tenants may choose the location of the unit they would be willing to accept. However, if the tenant receives rent-geared-to-income subsidy, they will be placed on the central waiting list if they do not move into an appropriately sized unit within 12 months. If they refuse three units while they are on the central waiting list, they will lose their RGI subsidy, and must pay market rent.

Priority moves

After over-housed tenants, 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, 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 centralized access system if they wish to do so.)
- Financial hardship due to the loss of a partner, or a significant drop in income, that makes the market rent unaffordable (tenant requests move to unit with lower market rent)

- 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.)

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”.

Under-housed 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 over-housed and priority households, in the order they applied for a larger unit.

Others

All other eligible applicants will be placed on the internal waiting list below over-housed, priority and under-housed 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 an over-housed 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

When a tenant reaches the top of the list, the Housing Provider will confirm the household is still eligible for a transfer. Before offering a unit, the Housing Provider 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
- 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.

Tenants 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 tenant (other than an over-housed tenant) who refuses three units will be removed from the internal waiting list.

Units may be offered, "as is". The Housing Provider will ensure the unit meets all maintenance and safety standards, and that all electrical and plumbing fixtures are in good working order. But the Housing Provider may choose not to paint the unit, do minor patching, or make decorative changes to the unit. 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 advance of the transfer.

REVIEW OF DECISIONS

Tenants can request a review of the Housing Provider's decision to declare the household to be over-housed (as required by provincial regulations section 80 SHRA, Ontario Regulation 298 Part VIII).

Tenants may also appeal the Housing Provider's decision to:

- refuse a transfer request
- refuse to give priority status

1. To appeal the decision, the tenant must write to the Housing Provider within 10 business days of receiving the written decision from your Housing Provider. 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, Ontario Regulation 298 Part VIII section 58.) 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 applicant may not apply for a transfer on the same grounds for one year.

TRANSFER APPLICATION

Name of applicant(s) _____

Present address _____ Phone _____

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:

- Family abuse
- Current rent unaffordable (if currently paying market rent)
- 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
- Other reason: _____

Type and size of unit needed _____

Note: A transfer fee of \$250.00 will be charged and is payable in advance of the transfer.

Signature

Date

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