

Internal Transfer Policy

Policy Number: PSHC-008A

Date Approved: November 10, 2020

Date Effective: November 10, 2020

Date Amended: Not Applicable

Procedure Number: PSHC-008B

1. Background

The Perth & Stratford Housing Corporation (PSHC) supports the ability for tenants, in specific circumstances, to move to another home within the PSHC portfolio. In accordance with the *Housing Services Act, 2011*, the Perth and Stratford Housing Corporation will administer an internal transfer policy, which outlines criteria for relocation from one unit to another within its housing portfolio. This also applies to rent supplement units administered by PSHC.

2. Scope

2.1. This policy applies to all rent geared to income (RGI) households in good standing currently residing in PSHC units.

2.2. This policy does **not** apply to:

- Tenants paying market rent;
- Households currently living in another community housing provider unit (e.g. non-profit or co-operative housing) that wish to move into a PSHC building;
- PSHC households that wish to move into another social housing provider unit (e.g. non-profit or co-operative housing);
- An occupant of an existing PSHC unit who wishes to have their own unit; or
- A leaseholder of an existing PSHC unit who wishes to have their own unit (e.g. relationship breakdown).

2.3. External applicants must apply to the Centralized Waiting List.

3. Policy

- 3.1.** The PSHC shall consider all written internal transfer requests for RGI households currently residing in PSHC units.
- 3.2.** To be eligible for an internal transfer - and to remain eligible on the Transfer List - a household must meet all the following criteria:
- Tenants have lived in a PSHC unit for at least 24 months;
 - Tenants continue to be eligible for RGI assistance;
 - Tenants have not been given an eviction notice within the previous 12 months;
 - Tenants do not owe arrears or any other money to the PSHC (e.g. subsidy overpayment, maintenance charge backs, filing fees); and
 - Tenants have no history of damage to the unit, disturbing neighbours or harassing staff.

PSHC management may, at their discretion, waive the eligibility requirements in extenuating circumstances on a case-by-case basis.

- 3.3.** Priority for internal transfers will be given in the following order:
- 1) Special Provincial Priority Status:** a household in which a leaseholder of that household is experiencing or has experienced abuse by a person who is a co-leaseholder with whom they live or have lived within the last 3 months.
 - 2) Accommodation-Related:** a household that has made an accommodation request as per the Human Rights & Accommodation Policy (PSHC-004A) and, as a result of that process, there is consensus between the household and PSHC that an internal transfer has been deemed the most appropriate accommodation for their circumstances.
 - 3) Overhoused Households:** a household living in a unit which is larger than the unit size for which they qualify in accordance with occupancy standards set out by the Service Manager Directive.
 - 4) Underhoused Households:** an RGI household with more than two members per bedroom. A household may choose to remain underhoused but must make one unit-size selection (e.g. two-bedroom or three-bedroom but not both).
 - 5) Non-Priority Transfers:** a household that does not fall under any previous category.

- 3.4.** Additions to the original household composition of members aged 16 or older will **not** be considered grounds for an immediate transfer to a larger unit. To qualify for an internal transfer, occupants would need to come off the Housing Access Centre's Centralized Waiting List (if applicable), then reside in the unit for a minimum of 24 months, and not owe any arrears to a social housing provider.
- 3.5.** Except for those that are overhoused, all households will be required to pay a transfer fee of \$250.00 before an offer of a unit is made. This transfer fee will be refunded if the transfer does not take place (i.e. the household decides to not to transfer).
- 3.6.** Households that refuse 1 offer of a unit will cease to qualify for a transfer and their request will be cancelled. The household must submit a new *Transfer Request Form* if they would still like to transfer to another unit.
- 3.7.** Households can request in writing that their transfer be put on hold due to extenuating circumstances (e.g. medical procedure or illness). Households are responsible for informing the PSHC if there is a change in their circumstance. Approval or denial of a request for a transfer hold is at the discretion of PSHC staff and management.
- 3.8.** Tenants whose transfer request is denied have the right to request a review of the transfer committee decision within 10 business days from the date of decision letter. PSHC management's decisions are considered final.

4. Definitions

External Applicants: households currently on the Centralized Waiting List (CWL). These households have not signed a lease with the PSHC.

Household: includes all members of rental unit; tenants or leaseholders and occupants.

Leaseholder (or tenant): a person who is identified on the lease as a tenant and has signed the lease. Leaseholders/tenants have all rights and responsibilities related to the tenancy.

Market Tenant: A leaseholder with the PSHC who is paying market rent.

Occupant: a person who is a declared member of a household, who has been added to the household with the PSHC's consent, but who has not signed a lease with PSHC. An occupant has no right to live in the unit once the leaseholder/tenant moves out.

Overhoused household: an RGI household living in a unit which is larger than the unit size for which they qualify under the Service Manager occupancy standards.

RGI Tenant: A leaseholder with the PSHC who is receiving RGI assistance.

Special Provincial Priority: a status that is given to a family unit in which a leaseholder of that household is experiencing or has experienced abuse by a person who is a co-leaseholder with whom they live or have lived within the last 3 months.

Underhoused household: an RGI household with more than two members per bedroom.

5. Legislative Authority

Housing Services Act, 2011:

- Ontario Regulation 367/11, Section 1.1
- Ontario Regulation 367/11, Section 38
- Ontario Regulation 367/11, Section 47

Ontario Human Rights Code, 1990

Residential Tenancies Act, 2006

6. Other Relevant Policies

Community Housing Directives

- 2020-02: Ceasing to Meet Occupancy Standards
- 2013-09: Occupancy Standards
- 2013-15: Selection of Rent-Geared-to-Income Household for Vacant Units

PSHC-004 Human Rights & Accommodation Policy

7. Attachments

Procedures for Internal Transfer Policy (PSHC-008B)

Internal Transfer Request – Form 303 (under review)

Building Preference Form (under review)