

## Chatham-Kent Social Housing

<b>Policy Name:</b>	Internal Transfers Policy
<b>Contact Officer:</b>	Chatham-Kent Social Housing, 519-351-8573
<b>Date Effective</b>	November 1 <sup>st</sup> , 2002
<b>Date Certified:</b>	November 1 <sup>st</sup> , 2002

### **Reference:**

*Social Housing Reform Act 2000, 298/01, Sect 32-35.1*  
*Social Housing Reform Act 2000, 339/01, Sect 11, 14*

### **Internal transfers are categorized as:**

1. Overhoused (as determined by the Chatham-Kent Social Housing Division)
2. Requested (initiated by resident)

### **Procedure: Overhoused**

A household becomes *overhoused* when it is determined by the C-K Social Housing Division that residents are occupying a rent-geared-to-income unit larger than the eligibility criteria specifies.

When the Social Housing Division determines that a rent geared-to-income household is overhoused, the household will be added to the internal transfer list for the appropriate size of unit and requested location. A transfer form must be completed and signed by all members of the household 16 years of age or older. If the household has not been relocated after one year, the household must apply to Chatham-Kent Social Housing Division for placement on the coordinated access waiting list according to identified housing locations and preferences. The household may continue to remain active on the internal transfer list after the one year time period has elapsed.

If the Social Housing Division does not have the appropriate size of unit within the portfolio, the household will be directed to apply for placement on the coordinated access waiting list.

The ranking date for a household that has been added to the coordinated access waiting list due to being overhoused in their current RGI unit, will be the date of the household's original date of application (i.e. date applied for rent-geared-to income assistance before first beginning to receive rent-geared-to-income assistance).

### **Internal Transfers:**

A household that has been determined to be overhoused ceases to be eligible for rent-geared-to-income assistance if they refuse three offers of an appropriate unit or request their household be removed from the internal transfer list and/or the centralized waiting list. (Local flexibility allows for a determination that a household who would otherwise cease to be eligible for RGI assistance may continue to be eligible if satisfied that extenuating circumstances exist (s. 12, O. Reg. 298/01).

An *overhoused* household will not be required to relocate if they confirm in writing, their intent to remain in their existing unit, paying the market rent established for that unit (i.e. cancellation of the rent subsidy). Once increased to market rent (90-day notice requirement), in order to receive rent subsidy, the household would be required to apply for placement on the coordinated access waiting list, to await an offer of rent-geared-to-income assistance.

NOTE: Special needs households are exempt from the *overhoused* status as long as they continue to meet the eligibility requirements for accessibility modifications and/or special needs services for the unit.

### **Procedure: Requested**

A market rent or rent-geared-to-income household may request an internal transfer if they have resided in their existing unit for at least twelve consecutive months and their residency is in "good standing". A household is considered to be in good standing if:

- their rent has been paid on time for at least six months prior to requesting a transfer,

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- no other monies are owed to the Social Housing Division,
- all applicable utility bills are paid up-to-date,
- the household is not under notice of termination, and
- rent-geared-to-income households have no outstanding "Income and Asset Review" statements

Note: If the household fails to maintain their "good standing" status while on the internal transfer list, the household may be removed from the list until they again meet the initial eligibility criteria. The household will be removed from the Internal Transfer list after refusal of three offers of selected units and/or locations.

**Transfer Fee:** If a household is requesting a transfer within their existing building or project, a charge of \$250.00 will be applied, unless:

- a) urgent need has been identified (verified medical reasons)
- b) a rent-geared-to-income household is deemed to be "overhoused "

Once an offer of transfer has been accepted, the transfer fee must be paid in full prior to the household's established relocation date.

### Internal Transfers

A transfer request form, identifying housing locations and preferences, must be completed and signed by all members of the household 16 years of age and older.

Once approved, *requested* transfers will be placed on the internal transfer list and ranked according to the date of application. Priority will be given to households identified as being *overhoused*, are eligible for *special priority status* or have *urgent need*.

**Urgent Need:** A household will be considered to have *urgent need* for a transfer if they meet the following additional criteria:

- Serious medical/health and social needs which would result in great hardship to the applicant if he/she were to be required to wait a prolonged period of time to access alternate accommodation;
- Personal safety issues of an extraordinary nature where a member or members of the household are at risk.

Supporting documentation (e.g. medical verification) will be required prior to approval for priority due to *urgent need*.

### Offer of Accommodation

Vacant units will be offered according to the following priority ranking:

1. Internal Transfer List – Special Priority status
2. CK Coordinated Access – Special Priority status
3. Internal Transfer List – Overhoused status
4. Internal Transfer List - Urgent status
5. CK Coordinated Access – Urgent status
6. Chronological - Internal Transfer List & CK Coordinated Access

All refusals of offers of internal transfer must be reported to Chatham-Kent Social Housing (CKCAS) for tracking purposes (i.e. total of three refusals).

### **Review of Decisions:**

**Opportunity to Comment** – Prior to a transfer decision being made that may be adverse to the household, the member(s) may be entitled to comment on information that may form a significant basis for the decision (Refer to *Opportunity to Comment Policy* for prescribed restrictions and requirements).

**Right to Appeal** – Residents may appeal a transfer decision related to the type of accommodation or category in which the household may be accommodated and, in the case of overhoused residents, decisions concerning eligibility for rent geared-to-income assistance (Refer to *Internal Review Policy* for prescribed restrictions and requirements)