

New Beginnings Non-Profit Housing

Policy Name:	Internal Transfer Policy
Contact Officer:	Marwick Property Management, 519-351-6881
Date Approved by Board of Directors:	December 3 rd , 2002
Date Approved by General Membership	N/A
Date Certified:	N/A

Reference:

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

Goals:

The Transfer Policy applies to all tenants who want to move from one unit to another unit within the New Beginnings Housing Project of Chatham. Households who wish to move into our housing organization from other social housing are considered as external applicants, and must apply through the centralized access system.

This policy is designed to:

1. Allow New Beginnings tenants to move from one unit to another, giving priority to tenants who are over-housed, or urgently need a different unit giving priority to tenants that are under-housed;
2. Balance the needs of New Beginnings tenants with the needs of people hoping to move into New Beginnings Non Profit Housing 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 from the date of possession.

A household is in good standing if:

1. It has not been given an eviction notice;
2. It does not owe arrears or any other money to New Beginnings (unless financial hardship has made this household a "priority move")
3. It has paid its rent on time for the last six months
4. It has no history of damage of the unit, disturbing the neighbours or harassing the staff within the past 6 months;
5. It has paid all utilities up to date if applicable;
6. It has provided timely and up to date "Income and Asset Review" statements within the last 12 months;
7. Must maintain good standing while on the transfer list.

Applications:

To transfer, tenants must complete an application form, and give it to the property manager. The property manager will:

1. Confirm the household is eligible for a transfer, based on local occupancy standards for RGI households, New Beginnings' occupancy standards for market rent households and other policies;
2. Add an eligible household to the waiting list, according to the policy below

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3. Inform the resident of their decision.

Internal Transfer List:

Residents 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.

Overhoused RGI tenants:

An "over-housed" 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 Municipal Service Manager. Over-housed residents who are paying rent-geared-to-income will be placed at the top of the internal transfer list, in the order of the original date they applied for RGI with New Beginnings Non Profit Housing. This is a Provincial rule. It does not apply to market rent residents. No application form is required.

Tenants must report any change in household size to the property manager within 30 business days of the change. Unless the tenant is under an eviction notice the property manager will automatically add any over-housed households to the internal waiting list, and will tell the household in writing. Over-housed tenants are not subject to all other eligibility criteria. If New Beginnings Non Profit Housing 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 property manager will send a blank application form with letter to the tenant and forward a copy to the Central Housing Registry. The tenant will be instructed to reapply for housing. If the Tenant does not follow through with this process policy subsidy will be withdrawn and charged market rent.

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 or they refuse (2) units while they are on the internal transfer list they will be placed on the central waiting list. If the tenants refuse a total of (3) three units while both lists, they will lose their 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 transfer.

These urgent needs include:

1. Tenants needing to escape abuse, including being threatened or harassed by neighbours. The manager will establish the level of documentation required substantiating 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.)
2. Financial hardship due to the loss of a partner, or a significant drop in income.
3. A household member has a medical condition or permanent disability, and their current unit:
 - a. Is inaccessible, or
 - b. Substantially aggravates the condition, or
 - c. 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 over the age of thirteen years old sharing a bedroom or who have opposite sex household members over the age of five years old, other than spouses sharing bedrooms will be placed on the waiting list after over-housed and priority household, in the order they applied for a larger unit.

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Others:

All other eligible applicants will be placed on the internal waiting list below over-house, 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 request for transfer on compassionate grounds, where the household wishes to move because of a death of a family member.

Maintaining Eligibility:

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, the property manager will make sure:

1. There are no arrears;
2. There have been no late payments within the last six months;
3. There have been no complaints about disturbing neighbours or harassing staff;
4. There has been no damage to the tenants' unit.

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 list.

The property manager 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 vacant unit in a given month without incurring vacancy loss.

Tenants will have (24) twenty-four hours from the time they see the unit to decide whether to accept the unit.

Units may be offered in an "as is" condition. New Beginnings Non Profit Housing will ensure the unit meets the providers' maintenance and safety standards, and that all electrical and plumbing fixtures are in good working order. But New Beginnings Non Profit Housing may choose not to paint the unit, do minor patching, or make decorative changes to the unit. Up to a \$250.00 transfer fee may be imposed subject to Board decision.

Review of Decisions:

Tenants can request a review of the property manager's decision to declare the household to be over-housed (as required by Provincial regulations).

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

1. Refuse a transfer request;
2. Refuse to give priority status.

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.