

**Hastings County Community and Human Services
Housing Services
Administrative Policies and Procedures**

SUBJECT : Internal Transfer Policy		
APPROVED BY :		
POLICY #: L.H.C. 13		
ORIGINAL ISSUED	SUPERCEDES	CURRENT VERSION
March 2002	December 2013	November 2016

PURPOSE

The purpose of the Internal Transfer Policy is to set guidelines to be followed by the tenants of the Housing Services Branch who wish to transfer within the units directly managed by the Housing Services Branch and staff who initiate and issue transfer approval. Households who wish to move into the units directly managed by the Housing Services Branch from another social housing provider are deemed external applicants and must apply through the Hastings County Social Housing Registry (Centralized Waiting List System).

SCOPE

The policy applies to the units directly managed by the Hastings Local Housing Corporation.

DEFINITIONS

An “internal transfer” is the relocating of a tenant already residing in a unit directly managed by the Housing Programs Branch to another unit directly managed by the Housing Programs Branch. There are four types of transfers, which are ranked in the following order:

1. Special Priority transfers (The criteria for processing applications for special priority transfers is legislated and these requests are tenant initiated);
2. Over housed transfers (These are legislated transfers and are initiated by Housing Programs Branch staff);
3. Urgent Housing Crisis transfer (tenant initiated);
4. Other transfers (tenant initiated).

Special Priority Transfer (Tenant Initiated)

A household is eligible to be included in the special priority household category if,

- (a) A member of the household has been abused by another individual;
- (b) The abusing individual is or was living with the abused member or is sponsoring the abused member as an immigrant; and
- (c) The abused member intends to live permanently apart from the abusing individual. O. Reg. 367/11, s. 54 (1).

If the abused member and the abusing individual used to live together but no longer do, the household is not eligible to be included in the special priority household category unless one of the following requirements is satisfied:

1. The request to be included in the special priority household category was made within three months after the abused member and the abusing individual ceased to live together.
2. The service manager is satisfied that the abuse is ongoing at the time the request to be included in the special priority household category was made.
3. The service manager determines that it is appropriate to include the household in the special priority household category despite the request to be included not being made within the time limit set out in paragraph 1. O. Reg. 367/11, s. 54 (2)

Verification must be provided to Housing Services to support the special priority transfer. Housing Services will make determination of eligibility and notify the tenant within 7 days of the request. If eligible, the tenant will be placed on the special priority transfer list using the date the tenant submitted the completed application for special priority status. If the decision is made to deny the transfer, the tenant will be notified in writing that they may request a review of this decision.

Over Housed Transfers: (Legislated transfers, initiated by the Housing Programs Branch)

An “over housed” household is a household living in an unit which is larger than the largest unit for which it qualifies under the local occupancy standards set by Hastings County Housing Services.

Over housed tenants, who are receiving rent-geared-to-income assistance, will receive second priority on the internal transfer list immediately following the special priority transfers, using the original date of application.

It is the responsibility of the tenant to report a change in family composition within 30 days of the change. Failure to do so may result in the loss of subsidy.

Once Housing Services has been notified of the change of family composition, a letter will be forwarded to the household advising that they have been deemed over housed and will cease to be eligible for rent-geared-to-income assistance after 1 year. The household will be placed on the centralised waiting list for the appropriate sized unit. A household will not be declared ineligible for rent-geared-to-income assistance if they are following Housing Services process to move to a different sized unit. Households may request a review of this decision.

Terms while on the Over Housed Internal Transfer List

Tenants will remain on the over housed transfer list under the following terms;

- For three refusals of an appropriate sized unit, after which time tenants will be removed from the waiting list
- Can select geographic area only while on the over-housed transfer list

Urgent Medical Transfer (Tenant Initiated)

After special priority and over housed transfers, those with an urgent medical need to move are given priority over other transfers and will be placed on the transfer list with the date that the urgent medical transfer was requested. Urgent medical transfers are reserved for those who cannot remain in, or return to, their current unit due to a significant change in their physical health with relation to the physical characteristics of their unit. The following may be, but not limited to, examples of an urgent transfer:

- medical condition that has caused severe permanent mobility limitations
- severe respiratory problems limiting mobility (stairs)

If the transfer is granted, the Housing Programs Branch will notify the tenant within seven business days of the decision. The tenant will be placed on the urgent medical transfer list using the date the tenant submitted the application for urgent medical status. If the decision is made to deny the transfer, the tenant will be notified in writing within seven business days and will be informed at this time that they may request a review of this decision.

All Other Transfers (Tenant Initiated)

All other transfers must be tenant initiated and must be received by the Property Supervisor in writing. If the transfer is approved the tenant will be notified in writing within seven business days that they have been placed on the centralised waiting list. A \$250 transfer fee will be charged if the tenant is requesting to move within the municipality that they are currently living in. All non-urgent transfers will be treated the same as applicants and placed on the centralised waiting list with the date of application. If the transfer request has been denied, the tenant will be notified in writing within seven business days outlining the reason behind the denial. A tenant can request a review of this decision.

Requesting an Internal Transfer

Tenants wishing to request an internal transfer must contact their Property Supervisor with their request. Requests should be in writing unless the tenant is unable to provide the request in writing.

RESPONSIBILITY

A household, other than over housed, may be eligible for an internal transfer if they have lived in a unit for at least one year *and* adhere to the following guidelines:

- It has not been given an eviction notice within the last six months;
- It does not owe arrears or any other money to the Housing Programs Branch or any other Social Housing Provider in Ontario
- It has paid its rent in full and on time for the last six months;
- There is no damage to the unit for six months;
- There are no record(s) of complaint(s) of disturbing neighbours or harassing staff in last six months.
- It has an active tenant insurance policy in place
- It is not in contravention of the lease

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Discretion may be exercised in extenuating circumstances.

The rationale behind giving special consideration to the above restrictions for over housed tenants is that a household should not be allowed to remain in a larger unit, which could accommodate a larger family from the Centralized Waiting List, for failure to comply with these restrictions.

Units may be offered “as is”. The Housing Programs Branch will ensure that the unit meets all property standards, but may choose not to do minor patching, painting of the unit or make decorative/cosmetic changes to the unit.

REFERENCES

Housing Services Act, 2011
Regulation 367/11 s. 38, 39, 42, 47, 54,