



**Note for Internal Use Only:** This form contains confidential information and should be submitted directly to housing policy staff ([housing@victoria.ca](mailto:housing@victoria.ca)). Do not upload to Tempest.

# Tenant Assistance Plan

The Tenant Assistance Plan and appendices must be submitted at the time of your rezoning application, and should be submitted directly to [housing@victoria.ca](mailto:housing@victoria.ca). Please contact your Development Services Planner with any questions.

Date of submission of Tenant Assistance Plan to City:

November 22, 2024

## Current Site Information

Site Address	2501 Blanshard Street
Owner Name	BC Housing Management Commission
Applicant Name and Contact Info	Sean MacLean, Development Manager smaclean@bchousing.org
Tenant Relocation Coordinator (Name, Position, Organization and Contact Info)	Hollie Norton, Tenant Assistance Coordinator, BCH, tnorton@bchousing.org Dianne Rudolf, Housing and Health Nurse, BCH, drudolf@bchousing.org

## Existing Rental Units

Unit Type	# of Units	Average Rents (\$/Mo.)
Bachelor		
1 BR		
2 BR	1	790
3 BR	13	840
3+ BR	10	940
Total	24	

## Current Building Type (Check all that apply):

- Purpose-built rental building
- Non-market rental housing
- Condominium building
- Single family home(s), with or without secondary suites
- Other, please specify:

## Rights and Responsibilities of Landlords and Tenants

The rights and responsibilities of landlords and tenants are regulated by the Province and is set out in the [Residential Tenancy Act](#). The City of Victoria's [Tenant Assistance Policy](#) is intended to supplement the Residential Tenancy Act and offer additional support for tenants in buildings that are being considered for redevelopment. To review the full Tenant Assistance Policy and supporting documents, please refer to the [City of Victoria's website](#).

## Policy Applications

If your plans to redevelop this property will result in a loss of residential rental units AND will require tenants to relocate out of the existing building(s), please submit a Tenant Assistance Plan with your application.

**Do you have tenant(s) who have been residing in the building for more than one year, at the time when application is submitted?**

**Yes**

If yes, tenants are eligible for support. Please complete the full form.

**No**

If no, please skip to and complete Appendix A: Occupant Information and Rent Roll.

When completing this form, please refer to the Tenant Assistance Policy guidelines for Market Rental and Non-Market Rental Housing Development. Please note that the form includes the required Freedom of Information and Protection of Privacy Act (FOIPPA) section 27(2) privacy notification which should be communicated to tenants.

## APPLICANT:

Please complete the following sections to confirm the details of the Tenant Assistance Plan:

**CITY STAFF:**  
**Did applicant meet policy?**

### 1. Compensation (Please see [Section 4.1](#) for Market Projects and [Section 5.1](#) for Non-Market Projects)

For market rental housing, compensation is recommended to be based on length of tenancy at either:

1. The higher of CMHC average rent for the City of Victoria (as identified in CMHC's Annual Rental Market Report, adjusted annually and identified in Table 1 – Rental Compensation below) or the tenant's existing rent; or
2. Free rent in a different building

1.a. Please indicate how you will be compensating the tenant(s).

<input type="checkbox"/> Free Rent	<input type="checkbox"/> Lump Sum Payment	<input type="checkbox"/> Combination
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1.b. Were the tenant(s) consulted in this decision?  Yes  No

1.c. Please describe how tenants will be compensated based on length of tenancy.

In accordance with Residential Tenancy Policy Guideline, 50. Compensation for Ending Tenancy and in accordance with section 51.4 of the Residential Tenancy Act, one month's free rent or the equivalent financial compensation will be provided on or before the move-out date, if applicable.

As per the Residential Tenancy Act, compensation would not be offered in cases where tenancy is not ended. For example, if a tenant is relocated to another unit at Evergreen Terrace or another housing development.

BC Housing will pay for reasonable moving costs associated with a tenant's relocation, including hiring movers and reconnecting utilities (telephone, cable, etc.).

For tenants moving within the Greater Victoria area, BC Housing will either designate a professional moving company or provide a flat rate for compensation (\$750 for a studio or 1-bedroom unit, \$1000 for a 2 bedroom unit, and \$1250 for a 3+ bedroom unit) to assist tenants with the moving process.

For tenants who wish to move beyond Greater Victoria area, BC Housing will provide the necessary assistance in coordinating the moving process and the financial equivalent to those moving within the Metro Vancouver area.

Yes

No

### 2. Moving Expenses (Please see [Section 4.2](#) for Market Projects and [Section 5.3](#) for Non-Market Projects)

2.a. Please indicate how the tenant(s) will receive moving expenses or assistance.

<input checked="" type="checkbox"/> Hired Moving Company	<input type="checkbox"/> Flat Rate Compensation	<input type="checkbox"/> Combination
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2.b. Were the tenant(s) consulted in this decision?  Yes  No

Yes

No

### 3. Relocation Assistance (Please see [Section 4.3](#) for Market Projects and [5.4](#) for Non-Market Projects)

3.a. Is the Tenant Relocation Coordinator internal or external to your organization?

<input checked="" type="checkbox"/> Internal	<input type="checkbox"/> External
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3.b. Providing as much detail as possible, please indicate how the Tenant Relocation Coordinator will engage with tenants, including when they will start engaging, how often they will engage, and what methods they will use to communicate with tenants.

Staff from BC Housing Operations, including a dedicated tenant support worker/relocation specialist, will meet one-on-one with each affected household throughout the rezoning and redevelopment process.

Through these meetings, BC Housing will work towards understanding the individual needs of each household and provide them with options for relocation that will minimize disruption as much as possible. Options may include relocating tenants to another unit on-site, another subsidized housing unit within BC Housing's portfolio in Victoria or elsewhere in the region, or potentially elsewhere in the Province should that fit with the tenant's needs and priorities. Those needs and priorities have been identified early so that tenants may move when appropriate and as units become available.

As much as possible, tenants will be able to stay in their existing units until a new unit is completed at Evergreen Terrace. Should tenants wish to relocate off-site until a new unit that meets their needs is completed at Evergreen Terrace, that option will be made available.

Meetings with those households affected by Phase 1 have been underway for several months, to ensure ample time to find an appropriate accommodation.

Yes

No

<b>APPLICANT:</b> Please complete the following sections to confirm the details of the Tenant Assistance Plan:	<b>Did applicant meet policy?</b>
<p><b>4. Right of First Refusal</b> (Please see <a href="#">Section 4.4</a> for Market Projects and <a href="#">5.5</a> for Non-Market Projects)</p> <p>4.a. Does right of first refusal apply to the project? <i>(If the residential property has 5 or more rental units, then yes)</i></p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>4.b. If right of first refusal is offered, how will this apply to returning tenants?</p> <div style="border: 1px solid black; padding: 5px;"> <p>Tenants will get to choose whether they want to move into a new home at Evergreen Terrace before anyone else. BC Housing will assign new homes through a fair process. Homes will be assigned based on household need, need for adaptable or wheelchair units and similar considerations. If tenants don't want to move into a new unit at Evergreen Terrace, we will make every effort to help secure a relocation option that suits their needs. Tenants must remain eligible for subsidized housing throughout the redevelopment. If they are no longer eligible, BC Housing will work directly with tenants to support them in finding alternative housing that meets their needs. No one will lose their tenancy as a result of the redevelopment process.</p> </div>	<p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p>
<p><b>5. Tenants Requesting Additional Assistance</b> (Please see <a href="#">Section 6.0</a>)</p> <p>5.1 Have tenants been provided with the additional assistance form and policy?</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>5.b. Have tenant(s) requested additional assistance above tenant assistance policy expectations?</p> <div style="border: 1px solid black; padding: 5px;"> <p>Staff from BC Housing Operations, including a dedicated tenant support worker/relocation specialist, will meet one-on-one with each affected household throughout the rezoning and redevelopment process. BC Housing staff work with health, family, and other support workers to address the specific needs of household and individual tenant.</p> <p>BC Housing will cover expenses related to additional supports for translation services and/or modifying the unit they are relocated into to make it accessible (e.g., installing railings), up to \$2500 total.</p> </div>	<p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p>
<p><b>6. Notification and Communication</b> (Please see <a href="#">Section 3.4</a>)</p>	
<p>6.a. Have all tenants been informed of the proposed rezoning or development? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>6.b. How will you be communicating to tenants throughout the rezoning or development application (including decisions made by Council)?</p> <div style="border: 1px solid black; padding: 5px;"> <p>BC Housing provided initial notice of the Redevelopment Planning process in writing in January 2022 and has provided ongoing and regular communication with tenants. A summary of tenant engagement and communications was submitted as part of the Rezoning Application.</p> <p>Letters dated January 29, 2024 have been issued to all tenants, introducing the Phasing Plan and identifying units within Phase 1. BC Housing continues to hold monthly tenant drop-in meetings and a Tenant Advisory Meeting (with a smaller group of engaged tenants) every other month.</p> <p>BC Housing's Health nurse has contacted all families that are required to relocate during Phase 1. She has started to conversations to assess tenant needs. Vacant units at Evergreen are being used to accomodate families who prefer to stay on-site.</p> </div>	
<p><b>7. Tenant Resources</b> (Please see <a href="#">Tenant Resource Guide</a>)</p>	
<p>7.a Have tenants been provided with the Tenant Resource Guide? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>7.b. How have or will you facilitate tenants in accessing these resources?</p> <div style="border: 1px solid black; padding: 5px;"> <p>The summary of Tenant Commitments includes links to the City reference documents and was shared with tenants in September 2023, and redistributed with the January 29, 2024 letters.</p> </div>	

**8. Final Tenant Assistance Report** (Please see [Final Tenant Assistance Report](#))

8.a The City of Victoria requests that applicants submit a Final Tenant Assistance Report detailing how the Tenant Assistance Plan was completed prior to the issuance of an occupancy permit.

I have read and understand this statement

**Other Comments:**

# FINAL Tenant Assistance Plan Review - [For City Staff to complete]



Application Reviewed By:  (City Staff) Date:

Did the applicant meet TAP policy?:  Yes  No  N/A

Staff comments on final plan:

This Tenant Assistance Plan meets policy requirements by providing a tenant relocation process that commits to ensuring limited disruption for tenants, ongoing communication, individualized support plans, right of first refusal, moving compensation, and up to \$2500 of additional supports to vulnerable tenants as needed. The plan will relocate tenants into secured rent-gear-to-income subsidized housing within BC Housing's portfolio

Based on consultations with tenants and their individual household need, BC Housing will provide relocation options to other units on-site, other subsidized housing units within Victoria or elsewhere in the region, or potentially help people relocated elsewhere in the province if they choose. As much as possible, tenants will be able to stay in their current units until new units on site are completed.

# **APPENDIX B:**

## **Tenant Correspondence & Requests for Assistance**

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# Our Commitments

## Evergreen Terrace Redevelopment



We are sharing these commitments as a reminder of your rights as a tenant. They are intended to protect you during the redevelopment project and are in line with the City of Victoria's Tenant Assistance Policy for Non-Market Rental Housing Development. **You will not be without a home or support from BC Housing at any stage of this redevelopment project.**

- |  |  |
|--|--|
| <b>Limiting Disruption</b>             | <ul style="list-style-type: none"><li>● As much as possible, you will be able to stay in your current home until your new home at Evergreen Terrace is completed.</li></ul>  |
| <b>Ongoing Communication</b>           | <ul style="list-style-type: none"><li>● We will provide you with regular progress updates.</li><li>● We will seek your input at each step of the process.</li><li>● We will host meetings with tenants to answer questions.</li><li>● We will develop Tenant Relocation Plans that provide clear information.</li></ul>  |
| <b>Individual Tenant Support Plans</b> | <ul style="list-style-type: none"><li>● We will work with each tenant to make sure you have access to secure housing and your needs are met throughout planning and redevelopment.</li><li>● An individual tenant relocation and support plan will be developed for every tenant.</li></ul>  |
| <b>Right of First Refusal</b>          | <ul style="list-style-type: none"><li>● Tenants will get to choose whether they want to move into a new home at Evergreen Terrace before anyone else.</li><li>● We will assign new homes through a fair process. Homes will be assigned based on household need, need for adaptable or wheelchair units and similar considerations.</li><li>● If tenants don't want to move into a new unit at Evergreen Terrace, we will make every effort to help secure a relocation option that suits their needs.</li></ul> |
| <b>Moving and Compensation</b>         | <ul style="list-style-type: none"><li>● We will pay for your moving costs, including reconnecting utilities (telephone, cable, etc.) and hiring movers.</li><li>● When a tenant is returning to a new home at Evergreen Terrace, moving expenses will be paid for both the move out and return to Evergreen Terrace.</li><li>● We will provide continuity of housing for all tenants at your current rental rates, unless income or family size has changed.</li></ul>   |
| <b>Maintaining Affordability</b>       | <ul style="list-style-type: none"><li>● When you move into your new home you will continue to pay the same rent unless your income or family size has changed.</li></ul>   |
| <b>Additional Needs</b>                | <ul style="list-style-type: none"><li>● Before you move, we will send you a Tenant Needs Survey. The survey will help us understand your specific needs.</li><li>● A tenant support worker will meet with you to provide support.</li><li>● We will work with health, family, and other support workers to address your specific needs.</li><li>● You will be able to have a pet. BC Housing pet rules will apply in new buildings.</li></ul>  |

You can read the City of Victoria's complete Tenant Assistance Policy online at:

<https://www.victoria.ca/assets/Departments/Planning-Development/Community-Planning/Housing-Strategy/Tenant%20Assistance%20Policy%20Feb2022.pdf>

You can read the City of Victoria's Tenant Assistance Guide online at:

<https://www.victoria.ca/assets/Departments/Planning-Development/Community-Planning/Housing-Strategy/Tenant%20Relocation%20Guide.pdf>

You can also find more information about your rights under the Residential Tenancy Act at:

[http://www.rto.gov.bc.ca/.](http://www.rto.gov.bc.ca/)