

March 03, 2019

Mayor and Council
City of Victoria
1 Centennial Square
Victoria BC, V8W 1P6

Dear Mayor Helps and Council:

Re: Michigan Square - Tenant Relocation Plan

We are pleased to submit a Tenant Relocation Policy as a part of our request for funding from the City of Victoria's Housing Reserve Fund. The CRHC has developed a Tenant Relocation Policy which has been approved by the CRHC Board.

Tenant Demographics

As identified in the attached Tenant Relocation Policy, vulnerable tenants has been identified as rent-geared-to-income (RGI) tenants. CRHC can commit to reducing the rents of existing market rent tenants by 10% for those identified as market rent tenants. The rents for RGI tenants are determined in part by BC Housing and will be supported by an operating agreement.

The current mix of RGI and market tenant units shown below is 47. There are 3 current vacant units, which bring the total proposed redeveloped units to 53.

| | Units | # of Tenants | Rent Levels | Tenants Length of Tenancy |
|----------------|-------|--------------|-----------------|---------------------------|
| Vulnerable | 24 | 31 | \$240 - \$920 | 11 @ 0 - 4 years |
| | | | | 8 @ 5 - 9 years |
| | | | | 12 @ 10-19 years |
| Low end Market | 23 | 39 | \$735 - \$1,060 | 17 @ 0 - 4 years |
| | | | | 3 @ 5 - 9 years |
| | | | | 19 @ 10-19 years |

Relocation Plans

CRHC has commenced redevelopment communications in July 2018. A tenant assistance plan will be submitted alongside the rezoning and development permit application for the complex. The relocation plan will show the proposed compensation and proposed rents for each tenant.

CRHC has hired an internal "Property Assist Tenant Relations Coordinator" to be the direct liaison with tenants and to assist tenants with finding alternate housing options. The Tenant Relations Coordinator will work with each tenant to develop plans related to their specific needs.

Please contact us if you require further information or have any questions or concerns.

Sincerely,

A handwritten signature in black ink that reads "Paul Kitson". The signature is written in a cursive style with a long horizontal stroke at the end.

Paul Kitson
Manager, Capital Projects, CRHC

Attachments:

- Attachment A: Tenant Relocation Policy
- Attachment B: Tenant Communication Timeline

| | | | |
|---|--------------------------|--|---------------|
| POLICY AND PROCEDURES MANUAL | Tenant Relocation Policy | | |
| | POLICY NO. 2.48 | EFFECTIVE September 25, 2018 | AMENDMENT NO. |

1. Policy

This policy will ensure that the CRHC adheres to fair and transparent tenant relocation practices that abide with the British Columbia Residential Tenancy Act (BC RTA) and BC Housing’s Guiding Principles on redevelopment and tenant relocation. This policy will assure that the redevelopment of aging affordable housing properties *“will ensure that people in greatest housing need in the capital region will have improved access to housing that best meets those needs and that affordable housing residents currently living at sites slated for redevelopment will be considered first at all key stages of the redevelopment process.”*¹

2. Purpose

This policy outlines rehousing provisions for current affordable housing tenants in aging CRHC affordable housing communities that are being proposed for redevelopment.

3. Management of the Policy

This policy is managed by Regional Housing Services, the CRHC Tenant Services staff. Any modifications to this policy subsequent to implementation must be reviewed and approved by the CRHC Board.

4. Definitions

a) *Affordable Market*

Applicants from households with income over the Housing Income Limits (HILs) but below the moderate income limit can apply for low-end market housing. Low-to-moderate income households are defined as those whose income level is within the second quintile of the total household income of two persons or more in British Columbia. To be eligible for an affordable market unit, total household income must not exceed this amount at move-in.

¹ <https://www.bchousing.org/partner-services/asset-management-redevelopment/redevelopment-process-principles>

b) *Household Income Limits (HILS)*

HILs is set by BC Housing and represents the income required to pay the average market rent for an appropriately sized unit in the private market.

c) *Official Notice*

Official Notice refers to an official provision of a “Notice to End Tenancy” that is provided to the tenant four months prior to demolition or renovation as per the *Residential Tenancy Act (BC)*.

d) *Rent Geared to Income (RGI)*

To be eligible for rent-geared-to-income (RGI) or subsidized housing, the applicant’s gross household income must be below certain income limits, as established by the (HILs).

e) *Unofficial Notice*

Unofficial Notice refers to the CRHC providing advance notification to tenants of a renovation or redevelopment 12 months prior to demolition in order to support the tenants in acquiring housing.

f) *Vulnerable Tenants*

Vulnerable tenants, those occupying rent-geared-to-income units such as seniors, persons with disabilities, or those living on very low incomes, are among those most affected by redevelopment or renovation. They often require more assistance in the relocation process as there are fewer choices available to them. These individuals also tend to be longer-term residents, and the process of moving may be more challenging for them.

5. Policy Priority

This policy takes priority over *CRHC Policy 2.10 Applicant Eligibility*.

6. Tenant Engagement

a) *Informing of proposed redevelopment*

CRHC tenants will be provided *Unofficial Notice* at least 12 months prior to demolition if a redevelopment of their community is proposed.

b) *Tenant Relocation Plans*

Once the funding is approved and a resolution by the CRHC Board is made to proceed with the redevelopment, the CRHC staff will meet with tenant households to develop individualized Tenant Relocation Plans (TRP).

c) *Design Consultation*

Tenants will be provided opportunities to consult on the design of the proposed redevelopment throughout the process. Notice of these opportunities will be provided in writing.

d) *Updates*

Monthly updates will be provided in writing.

7. Tenant Relocation Plans (TRP)

a) Staff will meet with Tenant Households to develop individualized TRP. These plans will support tenants in moving to an existing CRHC unit or with another social housing provider.

b) TRP will take into consideration the requirements of *Vulnerable Tenants*. Additional financial compensation or support, such as partnering with health organizations and other non-profit services, may be requested for *Vulnerable Tenants* and will be reviewed for consideration in the TRP.

c) The TRP will guide staff in providing appropriate housing choices based on employment, location of school(s) and health requirements.

d) Tenants will be provided three offers of housing based on their choices and availability of CRHC housing.

e) Offers of housing will reasonably accommodate medical requirements. Written confirmation by a health professional of medical accommodation requirements must be provided.

f) *Affordable Market* tenants that meet the eligibility requirements will be offered CRHC units based on Canadian National Occupancy Standard guidelines.

g) *Affordable Market* tenants that meet the eligibility requirements will be advised during the TRP meeting of the rental rates in CRHC communities. Tenants will be required to pay the rents that are applicable in their “chosen” community and the accompanying security deposit. Proof of income will be required.

h) *Rent-Geared-to Income (RGI)* tenants that meet the eligibility requirements will be offered CRHC units based on Canadian National Occupancy Standard guidelines.

- i) Current Tenants who do not meet the eligibility requirements for RGI or affordable market housing will be provided with information on at least three rental options in the community that are rented for no more than 30% of their household income.
- j) Arrangement for an insured moving company or a flat-rate payout for moving expenses will be as follows:
 - i. A maximum of \$750 for bachelor and 1-bedroom households; and
 - ii. A maximum of \$1,000 for two or more bedroom households.
- k) Current tenants will be given right of first refusal to move back into the redevelopment and tenants must meet the eligibility requirements for the redevelopment.
- l) CRHC will work with other housing providers to secure appropriate housing for tenant households where applicable.
- m) Tenants will be provided with move-out cleaning instructions prior to vacating their current units.
- n) After completing a move-out inspection, CRHC may agree to the transfer of security deposits to the new unit for tenants relocating to CRHC units. Depending on the rent of the new unit, an additional damage deposit may be required, and the tenant will be required to make up the difference. Alternatively, if the rent is less, the tenant will receive a refund for the balance.

8. Reasonable Notice

All reasonable efforts will be made to house tenants prior to the demolition of the building. CRHC will provide at least four months' *Official Notice* to tenants prior to demolition as per the *Residential Tenancy Act (BC)*.

9. Tenant Relocation Report

CRHC must keep records and documentation for reporting purposes. At minimum that is to include:

- a) Names of the tenants;
- b) Accommodations provided;
- c) Outcome of their search for alternate accommodation; and
- d) A summary of the monetary value given to each tenant (e.g., moving costs, rent, etc.).

10. Municipal Tenant Relocation Policies

The CRHC will work in cooperation with those municipalities who have adopted tenant relocation guidelines or policies.

11. Related Legislation, Policies and Documents

- a) British Columbia Residential Tenancy Act
- b) BC Housing's Guiding Principles
- c) CRHC Policy 2.10 Applicant Eligibility
- d) CRHC Policy 2.11 Tenant Eligibility for Rent Supplement/RGI
- e) CRHC Policy 2.12 Occupancy Guidelines
- f) CRHC Policy 2.34 Pet Policy
- g) CRHC Policy 2.47 Smoke-Free

Appendix B: Tenant Communication Timeline

July 26, 2018: letter re: exploration of redevelopment

- 7 staff on-site (between 1:30pm – 4:30pm) to hand deliver letter and discuss implications
- Letter left on door for tenants who were not home with a note to contact the office.

July 27th – August 3rd

- Staff followed up with tenants who were not home by phone and email to discuss implications and questions from letter.

July 26th to present: On-going invitation for tenants to speak to staff regarding any concerns

August 2018

- On-going one-on-one tenant conversations with staff in office and via phone
- Calendar of Activities posted in common areas to advise tenants of proposed redevelopment timeline

September 8, 2018

- Tenant Meeting for Michigan Square Residents

October 15, 2018

- Letter of response to tenant's letter to Capital Region Housing Corporation Board of Directors, received September 24th, 2018

October 16, 2018

- Tenant Relocation Meeting Follow-up from September 8, 2018 meeting

November 5, 2018

- Tenant meeting including architectural designs, timelines, etc.

November 6, 2018

- Open House for community members to review designs plans, timelines, etc.

December 18, 2018

- Tenant Meeting for Michigan Square Residents

On-going: responding to any inquiries from tenants.