



Sustainable Planning and Community Development
1 Centennial Square
Victoria, BC V8W 1P6

Tenant Assistance Plan

This form must be submitted with your rezoning or development application. For contact, please send questions to your development services planner.

SUMMARY: Instructions to a complete and successful tenant assistance plan are as follows:

STEP 1	BACKGROUND: Understand your rights and responsibilities as a landlord. Please review the documents in the background section pertaining to relocating tenants and the City's rental replacement policies.
STEP 2	TENANT ASSISTANCE PLAN: Complete form including: a. Current site information b. Draft tenant assistance plan c. Tenant communication plan d. Appendix A: Current occupant information and rent rolls (Confidential) e. Appendix B: Correspondence with tenants (Confidential)
STEP 3	SUBMIT: Save and return the completed form to staff for comment by email.
STEP 4	FINALIZE: Complete and submit a Final Tenant Assistance Plan with consideration of staff comments on draft plan previously submitted.

BACKGROUND: 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](#). Please refer to the [Tenant Assistance Policy](#) and information regarding rental housing policies available on the City of Victoria's [website](#) for more information regarding the City of Victoria's rental housing policies.

TENANT ASSISTANCE PLAN

A. CURRENT SITE INFORMATION

Site Address:	220 Wilson Street
Owner Name:	1123461 BC LTD
Company Name:	1123461 BC LTD
Tenant Relocation Coordinator (Name, Position, Organization):	Jamie Hubick

CURRENT TOTAL RENTAL UNITS

Unit Type	Number of Units
Bachelor	3
1 BR	2
2 BR	
3BR	
3BR+	
Total	5



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B. TENANT ASSISTANCE PLAN

Tenant Assistance Plan Components	Applicant		City Staff		Applicant (Final)	
	Draft Tenant Assistance Plan (to be completed by the applicant with rezoning application)		Did the applicant meet policy?	City Staff Comments (to be completed by staff during application review)	Final Tenant Assistance Plan (to be completed by the applicant following staff review, addressing staff comments)	
	Date:			Date:		
Compensation by tenancy length: <ul style="list-style-type: none"> Up to 5 years: 3 months' rent 5 to 9 years: 4 months' rent 10-19 years: 5 months' rent 20+ years: 6 months' rent 	February 27, 2019	Unit 1 - 3 months comp Unit 2 - 3 months comp Unit 3 - 4 months comp Unit 4 - 3 months comp Unit 5 - 3 month comp	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Please confirm: Unit 1 - tenancy in the 7th year adheres to 4 months' rent Unit 3 - tenancy in the 20+ year adheres to 6 months' rent Unit 5 - tenancy in the 5th year adheres to 4 months' rent	Unit 1 - 4 months rental compensation Unit 2 - Moved out because they had become unhappy with noise in the building un related to our application. Had prior knowledge of TAP program from October 2, 2018 email. Unit 3 - Tennant has not had hydro since 2007 and is not living in the unit Unit 5 - 4 Months Rent	June 12, 2019
Notification: <ul style="list-style-type: none"> A minimum of 4 months notice to end tenancy 		4 months notice to be given or mutual agreement to end tenancy	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Meets policy requirement	4 months notice to be given or mutual agreement to end tenancy	
Moving Expenses: <ul style="list-style-type: none"> An insured moving company may be hired by the applicant, with all arrangements and costs covered Fixed rates apply for: <ul style="list-style-type: none"> \$500 - Bachelor and 1 BR \$750 - 2+ BR 		\$500 for each unit except Unit 3 as it is being used as storage	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Please confirm tenant in Unit 3 will be provided moving expenses with the fixed rate of \$500.	All units will be provided moving expenses	

	Applicant		City Staff		Applicant (Final)	
Tenant Assistance Plan Components	Draft Tenant Assistance Plan (to be completed by the applicant with rezoning application)		Did the applicant meet policy?	City Staff Comments (to be completed by staff during application review)		Final Tenant Assistance Plan (to be completed by the applicant following staff review, addressing staff comments)
	Date:	February 27, 2019		Date:	May 2, 2019	
Relocation Assistance: <ul style="list-style-type: none"> ▪ Tenant Relocation Coordinator provided ▪ Three options provided comparable in size, location and rent amount (min. of one option in same neighbourhood) 	Provided if required		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Please confirm communication in attachment whether tenants has requested a tenant relocation coordinator and relocation assistance.		Proline Management will be the re-location co-ordinator.
Right of First Refusal: <ul style="list-style-type: none"> ▪ Offer to return to the building, with rent rates discounted by 10% of starting rates 	This will not be provided		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Applicant clarified that the units are demolished and therefore the Right of First Refusal is not applicable under the Residential Tenancy Act.		Correct
Vulnerable Tenants: Please identify additional assistance offered to vulnerable tenants. This may include: <ul style="list-style-type: none"> ▪ Long-term tenants who may be paying significantly below market-rent, and for whom entering the current market may present financial challenges ▪ Tenants with specific housing needs due to a disability ▪ Seniors, who may be long-term tenants and living on a fixed income ▪ Families with young children, who may have difficulty finding appropriate units 	Letter sent to tenants and waiting on responses		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Please attach letter and response from tenant.		Letters Attached, responses will be forwarded
Other Comments:				Staff called Residential Tenancy Branch and Tenant Resource and Advisory Centre about Unit 3's and eligibility for compensation. In good faith, staff recommends to adhere to policy plan components.		Unit #3 is covered in rat feces and there is evidence of black Mould. We will have significant costs in remedying the situation and are working with the tennant to resolve. May 15, notice to clean suite was provided. Waiting on response.

C. TENANT COMMUNICATION PLAN

A Tenant Communication Plan outlines how and when applicants intend to engage and notify tenants of input opportunities throughout the development application process. Please indicate:

	Applicant	City Staff	Applicant (Final)
Tenant Communication Plan Components	Draft Tenant Communication Plan (to be completed by the applicant with rezoning application)	City Staff Comments (to be completed by staff during application review)	Final Tenant Communication Plan (to be completed by the applicant following staff review, addressing staff comments)
How and when did you inform tenants of the rezoning or development application?	October 2, 2018 email to new tenants provided that we will follow municipal guidelines. See attached	Email received to City from Applicant. Meets policy requirement.	We will communicate via email monthly going forward on progress of the development application
How will you be communicating to tenants throughout the rezoning or development application (including decisions made by Council)?	Through Proline Property Management via email at monthly intervals	Clarified with Applicant that the communication may be more or less frequent than monthly intervals as latest rezoning information comes in. Meets policy requirement.	Communication will be more or less frequent than monthly as the process at a staff and council level is unclear.
What kind of resources will you be communicating to your tenants and how will you facilitate tenants in accessing these resources? (Please see the City's website for a list of resources)	Reference to the city website links	Meets policy requirement	Reference to the city website links
Have tenants had the opportunity to include their needs in the Tenant Assistance Plan (including the opportunity to self-identify vulnerabilities)?	We are waiting on their responses	Still to be confirmed.	Will forward responses from May 14 letters and email. See attached in appendix 7
Are tenants satisfied with the considerations and compensation in this TAP? Why or why not?	We are working on mutual tenancy termination agreements	Still to be confirmed.	Waiting on response
Other communications notes:		A suggestion as mentioned on the phone to have any applicant and tenant communication be in written form as you proceed with the communications plan.	All future communication will be confirmed in writing

FINAL TAP Review - [For office use only]

Application received by Kai Okazaki (City Staff) on June 27, 2019 (Date)

Did the applicant meet the final TAP policy? Yes ☒ No ☐

Staff comments on
final plan:

The applicant has worked with staff on supporting tenants throughout this development application and has met the requirements in the Tenant Assistance Plan. The applicant has provided documentations from some of the responding tenants, indicating that they are supported through this development application.

Note:

- Unit 2: Applicant and Property Manager has indicated and provided communication that tenant has moved out prior to tenant assistance plan confirmation and notice due to noise complaint. Staff followed up with the Applicant to ask whether the tenant will still be compensated (as part of tenant eligibility) and the Applicant has declined. The applicant has responded that the tenant will not be included in TAP and will be listed as a vacant unit.
- While the applicant will not include unit 2, applicant is providing tenant assistance, compensation, and relocation support to all of the other tenants.