



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 and steps for Developers and Property Owners

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	POLICY APPLICATION: Complete tenant impact assessment to determine the requirements of your application.
STEP 3	Complete application requirement, including: a. Current Site Information b. Tenant Assistance Plan c. Tenant Communication Plan d. Appendix A - Current Occupant Information and Rent Rolls (For office use only) e. Appendix B - Correspondence with Tenants Communication (For office use only)
STEP 4	SUBMIT: Complete form and submit to: a. Email digital copy of plan to housing@victoria.ca (include appendices)
STEP 5	REVISE: Applicant to update and return application requirements with staff input.
STEP 6	FINALIZE: City staff to finalize the review and signs off application requirements and used as attachment for the Committee of the Whole report.

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 City of Victoria's [website](#) for more information regarding the City of Victoria's rental housing policies. Supporting documents include:

- Tenant Assistance Instructions and Checklist
- Tenant Assistance Policy
- Frequently Asked Questions
- Sample Letter to Tenants
- Request for Tenant Assistance Form and Privacy Guidelines
- Final Tenant Assistance Report

POLICY APPLICATION: Tenant Impact Assessment to Determine the Requirements of your Application

Answer the questions below to determine whether a plan is required with your application:

Tenant Impact	Indicate:		Application Requirement
Are you redeveloping or demolishing a building that will result in loss of existing residential units?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	If yes, complete the next question.
Does your work require the permanent relocation of tenant(s) out of the building?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	If yes, complete and submit a tenant assistance plan.
Do you have tenant(s) who have been residing in the building for more than one year?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	If yes, tenants are eligible under the tenant assistance plan

If any are selected no, then a tenant assistance plan is not required as part of your application.

TENANT ASSISTANCE PLAN

A. Current Site Information

Site Address:	1324 Broad Street, Victoria, BC, V8W 2A9
Owner Name:	University of Victoria
Company Name:	University of Victoria
Tenant Relocation Coordinator (Name, Position, Organization):	Devon Properties

EXISTING RENTAL UNITS

Unit Type	# of Units	Average Rents (\$/Mo.)
Bachelor		
1 BR	8	976.375
2 BR		
3 BR		
3 BR+		
Total	8	976.375

B. Tenant Assistance Plan

For any renovation or redevelopment that requires relocation of existing tenants, the property owner must create a Tenant Assistance Plan that addresses the following issues:

- Early communication with the tenants
- Appropriate compensation
- Relocation assistance
- Moving costs and assistance
- Right of first refusal

The City has developed a Tenant Assistance Plan template that is available for applicant use. The template includes the required FOIPPA section 27(2) privacy notification which should be identified for tenants.

Please refer to the Tenant Assistance Policy with Tenant Assistance Plan guidelines for Market Rental and Non-Market Rental Housing Development.

Required under the Residential Tenancy Act

Notice to End Tenancies

A landlord may issue a Notice to End Tenancy only after all necessary permits have been issued by the City. In addition, landlords must give four months' notice to end tenancies for renovation, demolition, and conversions. Tenants have 30 days to dispute the notice.

For more information, please refer to the [Landlord Notice to End Tenancy](#).

Renovations and Repairs

Renovations and repairs must be so extensive that they require the unit to be empty in order for them to take place, and the only way to achieve the necessary emptiness or vacancy is by terminating a tenancy. The RTA and associated guidelines provide specific guidance pertaining to whether a landlord may end a tenancy in order to undertake renovations or repairs to a rental unit.

For more information, please refer to [Ending a Tenancy for Landlord's use of Property](#).

Right of First Refusal

In instances of renovations or repairs requiring vacancy, the RTA requires tenants be offered the right of first refusal to enter into a new tenancy agreement at a rent determined by the landlord. This right of first refusal applies only to a rental unit in a residential property containing 5 or more units, and there are financial penalties for non-compliance.

For more information, please refer to [Tenant Notice: Exercising Right of First Refusal](#).

For full details, please check the Government of British Columbia [website](#).

Tenant Assistance Plan Components	APPLICANT		CITY STAFF
	Tenant Assistance Plan		Did the Applicant meet policy?
	Date:	Nov 6, 2019	
<p>Compensation</p> <p>Please indicate how you will be compensating the tenant(s).</p>	<p>Tenancies up to 5 years: 4 months' rent 5 to 9 years: 5 months' rent 10 to 19 years: 6 months' rent</p> <p>Note: Compensation will be paid in a lump sum and will be based on the higher of CMHC average rent for the City of Victoria or the tenant's existing rent. Of the eight residential tenants, the longest tenancy is 13 years.</p>	<p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p>	
<p>Moving Expenses</p> <p>Please indicate how the tenant(s) will receive moving expenses and assistance.</p>	<p>In accordance with the City of Victoria's Tenant Assistance Policy of September 19, 2019, UVic Properties will provide flat rate compensation in the amount of \$500 per household.</p>	<p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p>	
<p>Relocation Assistance</p> <p>Please indicate how the tenant(s) will receive relocation assistance.</p>	<p>EVERY tenant will be offered tenant relocation assistance from the time of project approval until the date of vacant possession. This assistance will be provided by a third party Property Manager/Relocation Assistant employed by Devon Properties. The Relocation Assistant will work with the tenants to understand their individual needs and to provide three housing alternatives as per the City's Tenant Assistance Policy. If required, the relocation assistant will provide transportation to/from property viewings and will assist with the preparation of applications and references.</p>	<p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p>	
<p>Right of First Refusal</p> <p>Please indicate whether the applicant is offering right of first refusal to the tenant(s). Please indicate your reasoning.</p>	<p>Not applicable.</p>	<p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p>	
<p>Tenants Requiring Additional Assistance</p> <p>Please indicate whether there are tenants requiring additional assistance. If so, please indicate how the applicant plans to provide additional support.</p>	<p>While communication has been frequent and ongoing, specific reference to the Tenant Assistance Plan has not yet been made to tenants. In light of the fact that Vacant Possession will not be required for at least 12 months following project approval, communication to date has focused on the approvals process and has highlighted opportunities for tenants to get involved in that process (i.e. through CALUC). This has been done in an effort to minimize tenant anxiety. Following approval by Committee of the Whole, UVic Properties will contact all residential tenants to provide further detail regarding this Tenant Assistance Plan and to ask for feedback via the City's Request for Tenant Assistance form.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input checked="" type="checkbox"/></p>	
<p>Other Comments</p>	<p>Regardless of need for additional assistance, ALL tenants will be offered the assistance of the Relocation Assistant. Further, UVic Properties will provide a minimum of 12 months' informal notice and five months' formal Notice to End Tenancy following project approval. Compensation and Moving Expenses as per this Tenant Assistance Plan will be provided to all tenants from the time of project approval until vacant possession.</p>		

Tenant Communication Plan Components	APPLICANT	
	Tenant Communication Plan	
	Date:	Nov 6, 2019
How and when did you inform tenants of the rezoning or development application?	The intention to redevelop has been communicated to tenants multiple times both during the 2017 application process and the current 2019 application process. Specifically, written correspondence has outlined the proposed project and the expected time line. These updates have been distributed via email and by the Property Manager and posted in common areas of the building. Tenants have been provided with a primary point of contact through Devon Properties for any questions and/or concerns.	
How will you be communicating to tenants throughout the rezoning or development application (including decisions made by Council)?	Regular updates have been provided to all tenants at each stage of the rezoning process. Since late April 2019 - six weeks prior to Rezoning Application - tenants have been contacted with written updates no less frequently than every three months. While communication may be more frequent, UVic Properties has committed to no more than 3 months passing between updates. Communication has continued to assure tenants that no impact to their lease agreement is anticipated for at least 12 months.	
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)	Tenants will be provided with a copy of the applicant's Tenant Assistance Plan, the City's Frequently Asked Questions handout sheet and the Request for Tenant Assistance Form. Tenants will be referred to the City's Tenant Assistance webpage and the Residential Tenancy Branch webpage. Tenants will also be referred to the Relocation Assistant and will be reassured that while UVic Properties has committed to at least 12 months' informal notice and 5 months' formal Notice to End Tenancy, Compensation and Moving Expenses as per the Tenant Assistance Plan will be available to any tenant who chooses to vacate any time after project approval.	
Have tenant(s) confirmed with you whether they request assistance? If so, please indicate the staff responsible or whether a third-party service is requested.	While communication has been frequent and ongoing, specific reference to the Tenant Assistance Plan has not yet been made to tenants. In light of the fact that Vacant Possession will not be required for at least 12 months following project approval, communication to date has focused on the approvals process and has highlighted opportunities for tenants to get involved in that process (i.e. through CALUC). This has been done in an effort to minimize tenant anxiety. The applicant will also reach out directly to tenants to invite them to attend Public Hearing. Upon project approval, the information noted above will be communicated and feedback will be solicited.	
Other communications notes:	Upon project approval, contact information for the Relocation Assistant will be shared and posted in the building common area. The applicant will continue to provide written updates and will share these communications and any tenant feedback with the City.	

FINAL TAP Review - [For City Staff to complete]

Application received by Amanda Blick McStravick (City Staff) on Nov 6, 2019 (Date)

Did the applicant meet TAP policy? Yes No

Staff Comments on
final plan:

The Applicant is going above and beyond the minimum requirements of the Policy in most regards, with one exception. The Tenant Assistance Plan has not yet been shared with the tenants, and tenants have not formally been given a chance to self-identify as needing extra assistance beyond what is offered in the TAP. The rationale provided for this decision is that no tenants will be required to move out until at least 12 months post Council approval (due to obligations to existing commercial tenants), and the Applicant believes it may do more harm than good to start the conversation about relocation with the tenants themselves before the project has Council's endorsement to move forward. Staff believes that this is a reasonable approach, especially because the Applicant is offering to provide additional relocation assistance beyond what is required for all tenants.