

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:	1050 Pandora St. Victoria BC
Owner Name:	Andrew Rennison
Company Name:	Pandora Cook Development Corp.
Tenant Relocation Coordinator (Name, Position, Organization):	Jessica Gibson, District Properties Group; DJ MAC Consulting

EXISTING RENTAL UNITS

Unit Type	# of Units	Average Rents (\$/Mo.)
Bachelor	3	
1 BR	6	
2 BR	2	
3 BR		
3 BR+		
Total	11	

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:	October 18 2019	
Compensation Please indicate how you will be compensating the tenant(s).	All tenants will be compensated accordingly by their tenant length. We confirm that existing tenants whose rental rates are below CMHC average rents will be based on both length of tenancy and at rates that meet the CMHC average rents. Each tenant also will be provided with additional compensation, in the form of a lump sum payment totaling two months rent. This additional compensation exceeds policy expectations.		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Moving Expenses Please indicate how the tenant(s) will receive moving expenses and assistance.	Fixed rates for moving will be provided to all tenants		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Relocation Assistance Please indicate how the tenant(s) will receive relocation assistance.	All tenants will be offered tenant relocation assistance. Tenant Relocation Specialists Don MacPherson and Lee Murphy of DJ Mac Consulting have been contracted. We are committed to providing three options comparable in size, location and rent amount (min. of one option in same neighbourhood)		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Right of First Refusal Please indicate whether the applicant is offering right of first refusal to the tenant(s). Please indicate your reasoning.	Right of first refusal will be offered to all tenants when the new building is complete with a 10% discount.		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Tenants Requiring Additional Assistance Please indicate whether there are tenants requiring additional assistance. If so, please indicate how the applicant plans to provide additional support.	One tenant currently on social assistance, tenant relocation will be done in coordination with staff from Pacifica Housing.		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Other Comments			

Tenant Communication Plan Components	APPLICANT	
	Tenant Communication Plan	
	Date:	
How and when did you inform tenants of the rezoning or development application?	In person meetings were held on April 24-25, 2019 with District Group and Pacific Cove. Communication by DJ Mac Consulting began September 25-26, 2019 and has continued through October/November.	
How will you be communicating to tenants throughout the rezoning or development application (including decisions made by Council)?	Notices will be posted in the building as the City process progresses. All tenants have been provided with District Group contact info if any further questions arise about the development process in between postings. Jessica Gibson is the District Group contact gibson@districtgroup.ca / 604-322-5762	
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)	Will be communicating to tenants the City Tenant Assistance Policy and the Residential Tenancy Act via email or paper copy.	
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.	Yes, during the in person meetings held on April 24-25, 2019 tenants were asked to identify any criteria that would be of importance when looking for apartments, which locations they prefer and any additional notes they wanted us to be aware of. Tenants were happy with the compensation being offered and were comforted that they will have a significant lead time. Tenants also understand that these were high level preliminary conversations and they will be able to get into more detail with the tenant relocation specialist.	
Other communications notes:	DJ Mac Consulting will ensure all communications will be in written form.	

FINAL TAP Review - [For City Staff to complete]

Application received by Hollie McKeil  (City Staff) on November 2 2019  (Date)

Did the applicant meet TAP policy? Yes ☒ No ☐

Staff Comments on
final plan:

The applicant has met policy expectations, and has provided tenants with additional monetary compensation that exceeds policy expectations. Written correspondence with tenants that confirms the details of the Tenant Assistance Plan and Relocation Assistance provided by DJ MAC Consulting has been provided to staff.