



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	<b>BACKGROUND:</b> 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	<b>POLICY APPLICATION:</b> 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	<b>SUBMIT:</b> Complete form and submit to: a. Email digital copy of plan to <a href="mailto:housing@victoria.ca">housing@victoria.ca</a> (include appendices)
STEP 5	<b>REVISE:</b> Applicant to update and return application requirements with staff input.
STEP 6	<b>FINALIZE:</b> 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:	1015 Cook St
Owner Name:	CREUR ENTERPRISES LTD
Company Name:	GMC PROJECTS INC
Tenant Relocation Coordinator (Name, Position, Organization):	David Milne, VP Property Management, GMC Projects Inc

### EXISTING RENTAL UNITS

Unit Type	# of Units	Average Rents (\$/Mo.)
Bachelor		
1 BR	2	\$1075
2 BR		
3 BR		
3 BR+		
Total		

## 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:	January 22, 2020	
<b>Compensation</b>  Please indicate how you will be compensating the tenant(s).	At the time of proposed redevelopment, the eligible tenant's length of tenancy will have exceed 1.5 years. We propose to offer compensation as per the City's Tenant Assistance Plan in the form of 3 months rent either in the form of free rent, a lump sum payment or a combination of both, whichever may meet her needs best.		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>Moving Expenses</b>  Please indicate how the tenant(s) will receive moving expenses and assistance.	We are committed to compensating the eligible tenant with a flat rate compensation of \$500, based on her one bedroom unit and would be willing to offer the same to the tenants in the second unit, even though we are not required to.		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>Relocation Assistance</b>  Please indicate how the tenant(s) will receive relocation assistance.	GMC Projects, the project developer currently owns and manages over 116 rental units and would like to propose to provide relocation assistance from our in house property management team. The tenant relocation coordinator will be David Milne. David is certified Property Manager and is the Vice President of Property Management at GMC Projects. He is well suited to address their needs as tenants and work to secure them alternative housing, whether in a GMC property or otherwise. Atleast 3 housing options will be presented to the tenant according to the housing policy.		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>Right of First Refusal</b>  Please indicate whether the applicant is offering right of first refusal to the tenant(s). Please indicate your reasoning.	We will offer the tenant the opportunity to move back into a unit in the new redevelopment if their desire is to return to the neighbourhood. Given that the proposed project is a market rental project, we would like to offer the right to first refusal for both tenants, for similar size units within the new delopement at starting rents 10% below market rent at the time. Similarly, should either or both tenants find suitable housing in a GMC owned property, GMC will offer that unit to them at 10% below market. Moving expenses for the move back will be covered as per the Policy.		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>Tenants Requiring Additional Assistance</b>  Please indicate whether there are tenants requiring additional assistance. If so, please indicate how the applicant plans to provide additional support.	Should it be identified that the eligible tenant requires additional assistance in relocation, our tenant relocation coordinator will work with her to find suitable housing for her specific needs as determined through further consultation with her between now and the time of construction.		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>Other Comments</b>			

<b>Tenant Communication Plan Components</b>	<b>APPLICANT</b>	
	<b>Tenant Communication Plan</b>	
	<b>Date:</b>	January 22, 2020
How and when did you inform tenants of the rezoning or development application?	The tenants were first informed of the redevelopment at time of first viewing of the units and moving into the property. The proposed redevelopment has been anticipated since early 2018, with conversations and meetings held with City planners and Staff.	
How will you be communicating to tenants throughout the rezoning or development application (including decisions made by Council)?	We will provide all project updates to the tenants, as have been ongoing via email or other formal and informal channels as required through the tenant assistance plan.	
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 <a href="#">website</a> for a list of resources)	We will be sharing a link with all Tenant resources for housing on the City's website and following up with any questions they may have.	
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.	Not at this time	
Other communications notes:		

## FINAL TAP Review - [For City Staff to complete]

Application received by Amanda Blick McStravick  (City Staff) on January 22, 2020  (Date)

Did the applicant meet TAP policy?      Yes      ☒      No      ☐

Staff Comments on  
final plan:

This plan fulfills all requirements of the Tenant Assistance Policy, and goes further by also including support (moving expenses, relocation assistance, right of first refusal) to a second tenant who is not technically eligible for assistance. In addition to offering all tenants right of first refusal in the new building, the Applicant will include their own portfolio of rental units when looking for relocation alternatives and will offer a discounted rate to any tenant who may move in to one of those units. That discount (10%) is not a requirement of the Policy, and shows that the applicant is prepared to go the extra mile to help the existing tenants through this process.