



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:	310-336 Michigan St
Owner Name:	Paul Kitson (CRHC Applicant)
Company Name:	Capital Region Housing Corporation
Tenant Relocation Coordinator (Name, Position, Organization):	Jelena Putnik, Tenant Services Assistant, CRHC

EXISTING RENTAL UNITS

Unit Type	# of Units	Average Rents (\$/Mo.)
Bachelor		
1 BR	16	\$545
2 BR	34	\$766
3 BR	3	\$1,040
3 BR+		
Total	53	

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 Communication Plan Components	APPLICANT	
	Tenant Communication Plan	
	Date:	January 21, 2020
How and when did you inform tenants of the rezoning or development application?	On July 26, 2018, staff were on site and went door to door to provide tenants with hand delivered letters explaining the potential redevelopment of Michigan Square. Tenants not present during the door to door were called to inform them of the proposed redevelopment. Between July 27 and August 3, 2018, Staff followed up with tenants via phone and email to discuss implications and questions relating to the redevelopment letter.	
How will you be communicating to tenants throughout the rezoning or development application (including decisions made by Council)?	All activities related to public consultations, design updates, and site visits from the consultant team are communicated to the tenants directly through notice board postings and emails. Major changes requiring tenant input are communicated through tenant meetings.	
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 have been provided with a contact person from CRHC. Communications include but are not limited to notices, CRHC board approved Tenant relocation policy, RTA related information, City of Victoria Policies, names of other non-profits, BC Ministry of Social Development and Policy Reduction, renting rights in BC, renoviction information. The CRHC will also ensure to communicate that tenants will be receiving compensation as outlined in the City of Victoria policy, even though it is not included in the CRHC policy.	
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, the tenants have been in direct discussion with Tenant Services Assistant Jelena Putnik on the specifics of the assistance required.	
Other communications notes:		

FINAL TAP Review - [For City Staff to complete]

Application received by Amanda Blick McStravick  (City Staff) on January 21, 2020  (Date)

Did the applicant meet TAP policy? Yes ☒ No ☐

Staff Comments on
final plan:

The application fulfills all requirements for non-market rental housing developments in the Tenant Assistance Policy. The applicant will provide eligible tenants with alternative subsidized housing options in the CRHC's or another non-profit housing organization's portfolios, which meet their occupancy and affordability needs. Additionally, tenants will be offered the Right of First Refusal in the new buildings, and will be provided with moving costs that are reimbursed at rates that exceed the City of Victoria's Tenant Assistance Policy. In cases where tenants are not able to be relocated to the alternative subsidized housing options provided, financial compensation will be provided at the amounts listed in the City's Policy. Staff consider this solution appropriate for the project.