



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:	2558 Quadra Street, Victoria, BC
Owner Name:	Greater Victoria Housing Society
Company Name:	Greater Victoria Housing Society
Tenant Relocation Coordinator (Name, Position, Organization):	Yvonne Blair, Manager of Tenant Relations, Greater Victoria Hous 

EXISTING RENTAL UNITS

Unit Type	# of Units	Average Rents (\$/Mo.)
Bachelor	1	679.00
1 BR	15	806.33
2 BR	3	896.67
3 BR		
3 BR+		
Total	19	813.89

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:	February 21, 2020	
Compensation Please indicate how you will be compensating the tenant(s).	Greater Victoria Housing Society will provide a compensation package in accordance to the Residential Tenancy Act (as required) and the City of Victoria's policy (Section 5.1) based on the length of tenancy. If tenants are successfully rehoused within the GVHS portfolio they will only be compensated as per the RTA requirements.		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Moving Expenses Please indicate how the tenant(s) will receive moving expenses and assistance.	Yes. Tenants returning to the building under right of first refusal will also have the same expenses covered. Tenants will be asked to provide a receipt and expenses will be reimbursed up to the following amounts: - \$500 - Bachelor or 1 BR - \$750 - 2+ BR		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Relocation Assistance Please indicate how the tenant(s) will receive relocation assistance.	- GVHS are currently hiring a full-time in-house relocation coordinator that will work with tenants 1 on 1 to have their needs met. - GVHS is committed to re-housing current tenants of 2558 Quadra within our own portfolio wherever possible at a similar or equivalent rent. Where a unit within our portfolio is not available, if requested, we will assist in finding three comparable units in the Greater Victoria area that will fit as closely to their current accommodation as possible; At least one of the comparable units will be in the same neighbourhood. (see other comments)		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.	Tenants will be offered the first right of refusal (as per the RTA), based on their length of tenancy, to the new building if they desire to return to 2558 Quadra once the new building is complete.		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.	GVHS's full-time in-house relocation coordinator will work with tenants 1-on-1 to have their needs met. For existing tenants requesting assistance in finding alternative accommodation, we will provide a comparable option that rents for no more than 10% above current rent levels, unless otherwise agreed to by the tenant.		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Other Comments	- All current tenants will be provided with contact information for the tenant relocation manager/coordinator. If desired, tenants can provide their accommodation specifications and the tenant relocation manager/coordinator will actively search out vacant units that match the requirements.		

Tenant Communication Plan Components	APPLICANT	
	Tenant Communication Plan	
	Date:	February 21, 2020
How and when did you inform tenants of the rezoning or development application?	By Mail Notice (see attached copies): - July 16, 2018 - July 23, 2018 - Sept 13, 2019	
How will you be communicating to tenants throughout the rezoning or development application (including decisions made by Council)?	Updates of approvals & permitting progress of the project are provided to the tenants by mail notice. Tenants have been provided a direct email and phone number of the relocation coordinator should they have any questions or require additional assistance in their relocation. Tenants will be met with 1-on-1 with the relocation coordinator to have their needs assessed.	
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)	<ul style="list-style-type: none"> - Initiation of the process - Tenant Relocation Assistance Plan - Introduction of Relocation Coordinator - Contact and Availability of Greater Victoria Housing Society staff - Timeline changes - Notice to End Tenancy 	
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.	GVHS's full-time in-house relocation coordinator will work with tenants 1-on-1 to have their needs met. No tenants have formally requested assistance and have only asked for updates on the status of the development process. Information has been provided when made available.	
Other communications notes:		

FINAL TAP Review - [For City Staff to complete]

Application received by Hollie McKeil  (City Staff) on February 20, 2019  (Date)

Did the applicant meet TAP policy? Yes ☒ No ☐

Staff Comments on
final plan:

The Tenant Assistance Plan submitted meets all requirements for non-market rental housing developments, in the Tenant Assistance Policy. The GVHS has consulted with tenants throughout the development application process, to ensure that the assistance plan submitted meets their needs. Tenants will be supported throughout the relocation process by the newly created staff position, Tenant Relocation Coordinator, whose responsibilities will be dedicated to relocating tenants.

All tenants will be offered a Right of First Refusal to the new building. Tenants will be relocated to alternative housing within the GVHS portfolio. If tenants aren't able to be rehoused in the GVHS portfolio they will be found three comparable units that meets their needs, that is no more than 10% above current rent levels and they will be compensated financially based on the City of Victoria's Tenant Assistance Policy amounts in section 5.1.

Staff consider the components of this TAP to be appropriate for the project.