



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:	1044-1054 Pendergast Street
Owner Name:	Aragon (Cook) Properties Ltd
Company Name:	Aragon (Cook) Properties Ltd
Tenant Relocation Coordinator (Name, Position, Organization):	Luke Ramsay, Development, Aragon Properties Ltd.

EXISTING RENTAL UNITS

Unit Type	# of Units	Average Rents (\$/Mo.)
Bachelor		
1 BR		
2 BR	1	995
3 BR	3	1317
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 8, 2020	
Compensation Please indicate how you will be compensating the tenant(s).	Aragon will adhere to the compensation by tenancy length given in the current policy. It will be provided as cash equivalent for 4 to 6 months of rent, depending on the length of tenancy. The compensation will be based on the CMHC average monthly rent for Victoria as this is above the current rents.		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Moving Expenses Please indicate how the tenant(s) will receive moving expenses and assistance.	Aragon will pay for a moving company to relocate the tenants up to \$750 for one and two bedrooms and \$1000 for three bedroom units.		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Relocation Assistance Please indicate how the tenant(s) will receive relocation assistance.	Aragon has hired Reside community relations who are experts with tenant communication, management, and relocation to connect with, inform and find the tenants new places to live. Unless otherwise agreed to by tenant, Reside will provide each tenant with at least three options which are comparable in terms of unit size, location and rent amount. Rents will not be higher than the CMHC average for the City of Victoria. The units will be located in the CRD with at least one in the same neighbourhood, and tailored to the tenant's needs wherever possible (e.g. pet friendly).		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.	As this will be market strata housing this is not applicable.		Yes <input 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.	Several tenants have identified as needing additional assistance, due to the fact that they are currently renting 2 or 3 bedroom units at significantly below market rents. To help alleviate these concerns, Aragon will compensate all tenants at 50% of the difference in rent between their current rent and the future rent for 1 year after relocation. This compensation will be given as one lump sum. Additionally, Aragon has noted that tenants may have specific criteria that need to be met in order for their new housing to be suitable, such as space to accommodate children and pets. Reside Community Relations will work closely with these tenants to find suitable alternatives that meet their needs at a cost they can afford.		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Other Comments			

Tenant Communication Plan Components	APPLICANT	
	Tenant Communication Plan	
	Date:	January 8, 2020
How and when did you inform tenants of the rezoning or development application?	The tenants were first informed of the potential development prior to the application being made, this was done by mail and email correspondence continued. The tenants were also encouraged to come to the 7 open houses held and provide feedback on the project. The open house dates were: July 13th, 2017. September 7th, 2017. October 12th, 2017. October 26th, 2017. November 9th, 2017. November 14th, 2017. CALUC Meeting – December 7th, 2017. Post Submission Meeting – Scheduled for March 1st, 2018. Tenants have continued to be updated throughout the development process. <div data-bbox="1502 535 1528 567" style="text-align: right;">+</div>	
How will you be communicating to tenants throughout the rezoning or development application (including decisions made by Council)?	Reside Community Relations have been contracted as a third party to provide tenant relocation services. Aragon will be passing on the communication to Reside to take the lead, who will communicate with tenants by letter, phone and email. Aragon will provide Reside with regular updates on the progress of the project so they can keep the tenants up to date. <div data-bbox="1502 825 1528 856" style="text-align: right;">+</div>	
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)	We will provide the tenants with links to the resources and encourage them to visit the Tenant Resource & Advisory Center Website to be aware of their rights as a tenant.	
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. They have been communicating this with Aragon and with City staff. Reside Community Relations have been contracted as a third party to provide tenant relocation services. <div data-bbox="1502 1491 1528 1522" style="text-align: right;">+</div>	
Other communications notes:		

FINAL TAP Review - [For City Staff to complete]

Application received by Hollie McKeil  (City Staff) on January 8, 2020  (Date)

Did the applicant meet TAP policy? Yes ☒ No ☐

Staff Comments on final plan:

The Tenant Assistance Plan submitted exceeds policy expectations by providing tenants with additional financial compensation. The applicant has contracted an experienced third party tenant relocation consultant to liaise with tenants during the development of the tenant assistance plan and to provide relocation assistance that will meet tenant needs.

Staff have received written correspondence and documentation, which confirms that tenants have been provided with the opportunity to request additional assistance and to identify their relocation needs. Additionally, staff have been in direct communication with tenants to ensure that their questions and concerns have been addressed.