



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:	1211 Gladstone Ave. - 1209/1230 Grant St.
Owner Name:	Rob Fowles (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	4	All currently vacant
2 BR	10	\$555/Mo.
3 BR	4	All currently vacant
3 BR+	4	\$378/Mo.
Total	22	

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:	April 2, 2020	
Compensation Please indicate how you will be compensating the tenant(s).	All eligible tenants qualify for relocation to alternative subsidized housing units. All eligible tenants will be offered at least three housing options that meets their needs, in either a CRHC unit or a unit with another affordable housing provider.		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Moving Expenses Please indicate how the tenant(s) will receive moving expenses and assistance.	Arrangement for a flat-rate payout for moving expenses will be as follows: i. A maximum of \$750 for bachelor and 1-bedroom households; and ii. A maximum of \$1,000 for two or more bedroom households. This follows the CRHC Tenant Relocation Policy.		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Relocation Assistance Please indicate how the tenant(s) will receive relocation assistance.	Staff have met with Tenant Households to develop individualized Tenant Relocation Plans. These plans will support tenants moving to a CRHC unit or a unit with another affordable housing provider. At least three housing options have been or will be presented to tenants. Note: All eligible tenants who have moved out to date have been successfully relocated within CRHC housing.		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.	Current tenants will be given right of first refusal to move back into the redevelopment and tenants must meet the eligibility requirements (for instance, they might be currently under housed or over housed, or income levels may have changed) for the redevelopment. Moving expenses will be covered as stated above and this will be provided for move-out and move-in to the new building, as required.		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.	The TAP will take into consideration the requirements of tenants requiring additional assistance. Additional financial compensation or support, such as partnering with health organizations and other non-profit services, may be requested for tenants and will be reviewed for consideration. A specific example could include CRHC paying for special renovations to accommodate complex medical or adaptation needs. Structural upgrades within walls and ceiling to accommodate lifting equipment, grab bars, "wheel-in" shower installation and other modifications required to fit the unique needs of a vulnerable tenant.		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Other Comments	See attached CRHC Tenant Relocation Policy		

Tenant Communication Plan Components	APPLICANT	
	Tenant Communication Plan	
	Date:	April 2, 2020
How and when did you inform tenants of the rezoning or development application?	See attached list of communication events.	
How will you be communicating to tenants throughout the rezoning or development application (including decisions made by Council)?	<p>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.</p> <p>Regular individual check-ins with all remaining tenants to determine, and update as needed, personal relocation plans that suit tenant and family needs. Project status updates and relocation options are provided during regular check-ins.</p>	
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 and eviction information. The CRHC has also discussed moving expenses with tenants as outlined in the sections above.	
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:	See attached docs.	

FINAL TAP Review - [For City Staff to complete]

Application received by Amanda Blick McStravick (City Staff) on April 3, 2020 (Date)

Did the applicant meet TAP policy? Yes ☒ No ☐

Staff Comments on
final plan:

The Tenant Assistance Plan fulfills all requirements for non-market rental housing developments in the Tenant Assistance Policy. The applicant will provide, or has already provided, all eligible tenants with alternative subsidized housing options in the CRHC 's or another non-profit housing organization's portfolio, which meet their needs. The applicant has confirmed that all tenants meet the qualifying criteria for subsidized housing and therefore will be relocated to units that are equivalent to their current homes, both in terms of size and rent cost.

Tenants will also be offered the Right of First Refusal in the new building, and will be provided with moving cost reimbursements at rates that exceed the City of Victoria's Tenant Assistance Policy. There will be no other financial compensation provided to the tenants. Staff considers this solution appropriate for the project.

How and when did you inform tenants of the rezoning or development application?

Communication Timeline:

- On November 12 & 13th 2018, staff went door to door tenants, delivering Tenants Relocation Policies and inform them of the redevelopment and funding announcements from BC Housing. Tenants not present during the door to door were called to inform them of the proposed redevelopment.
- Dec. 2018 – ongoing – Meet with all tenants separately to determine an individualized relocation plan suiting their family needs.
- January 31, 2019 – Developed moving expense reimbursement agreement to accommodate first relocation move.
- February 2019 - Developed reduced Cleaning requirements to accommodate relocation moves.
- April 2nd - email to all Tenants informing them of the upcoming Fernwood association meetings.
- May 8th – Tenant Meeting (notices and email invitation sent on April 30, 2019)
- June 5th 2019 – CALAC Meeting (open to the public).
- June 26th 2019 – Open House (sent email invitation to all tenants on June 24)
- Dec. 2018 – Ongoing – Regular individual check-ins with all remaining tenants to determine, and update as needed, personal relocation plans that suit tenant and family needs. Project status updates and relocation options are provided during regular check-ins.

POLICY AND PROCEDURES MANUAL	Tenant Relocation Policy		
	POLICY NO. 2.48	EFFECTIVE September 25, 2018	AMENDMENT NO.

1. Policy

This policy will ensure that the CRHC adheres to fair and transparent tenant relocation practices that abide with the British Columbia Residential Tenancy Act (BC RTA) and BC Housing's Guiding Principles on redevelopment and tenant relocation. This policy will assure that the redevelopment of aging affordable housing properties *"will ensure that people in greatest housing need in the capital region will have improved access to housing that best meets those needs and that affordable housing residents currently living at sites slated for redevelopment will be considered first at all key stages of the redevelopment process."*¹

2. Purpose

This policy outlines rehousing provisions for current affordable housing tenants in aging CRHC affordable housing communities that are being proposed for redevelopment.

3. Management of the Policy

This policy is managed by Regional Housing Services, the CRHC Tenant Services staff. Any modifications to this policy subsequent to implementation must be reviewed and approved by the CRHC Board.

4. Definitions

a) Affordable Market

Applicants from households with income over the Housing Income Limits (HILs) but below the moderate income limit can apply for low-end market housing. Low-to-moderate income households are defined as those whose income level is within the second quintile of the total household income of two persons or more in British Columbia. To be eligible for an affordable market unit, total household income must not exceed this amount at move-in.

¹ <https://www.bchousing.org/partner-services/asset-management-redevelopment/redevelopment-process-principles>

b) Household Income Limits (HILS)

HILs is set by BC Housing and represents the income required to pay the average market rent for an appropriately sized unit in the private market.

c) Official Notice

Official Notice refers to an official provision of a “Notice to End Tenancy” that is provided to the tenant four months prior to demolition or renovation as per the *Residential Tenancy Act (BC)*.

d) Rent Geared to Income (RGI)

To be eligible for rent-geared-to-income (RGI) or subsidized housing, the applicant's gross household income must be below certain income limits, as established by the (HILs).

e) Unofficial Notice

Unofficial Notice refers to the CRHC providing advance notification to tenants of a renovation or redevelopment 12 months prior to demolition in order to support the tenants in acquiring housing.

f) Vulnerable Tenants

Vulnerable tenants, those occupying rent-geared-to-income units such as seniors, persons with disabilities, or those living on very low incomes, are among those most affected by redevelopment or renovation. They often require more assistance in the relocation process as there are fewer choices available to them. These individuals also tend to be longer-term residents, and the process of moving may be more challenging for them.

5. Policy Priority

This policy takes priority over *CRHC Policy 2.10 Applicant Eligibility*.

6. Tenant Engagement

a) Informing of proposed redevelopment

CRHC tenants will be provided *Unofficial Notice* at least 12 months prior to demolition if a redevelopment of their community is proposed.

b) Tenant Relocation Plans

Once the funding is approved and a resolution by the CRHC Board is made to proceed with the redevelopment, the CRHC staff will meet with tenant households to develop individualized Tenant Relocation Plans (TRP).

c) *Design Consultation*

Tenants will be provided opportunities to consult on the design of the proposed redevelopment throughout the process. Notice of these opportunities will be provided in writing.

d) *Updates*

Monthly updates will be provided in writing.

7. Tenant Relocation Plans (TRP)

- a) Staff will meet with Tenant Households to develop individualized TRP. These plans will support tenants in moving to an existing CRHC unit or with another social housing provider.
- b) TRP will take into consideration the requirements of *Vulnerable Tenants*. Additional financial compensation or support, such as partnering with health organizations and other non-profit services, may be requested for *Vulnerable Tenants* and will be reviewed for consideration in the TRP.
- c) The TRP will guide staff in providing appropriate housing choices based on employment, location of school(s) and health requirements.
- d) Tenants will be provided three offers of housing based on their choices and availability of CRHC housing.
- e) Offers of housing will reasonably accommodate medical requirements. Written confirmation by a health professional of medical accommodation requirements must be provided.
- f) *Affordable Market* tenants that meet the eligibility requirements will be offered CRHC units based on Canadian National Occupancy Standard guidelines.
- g) *Affordable Market* tenants that meet the eligibility requirements will be advised during the TRP meeting of the rental rates in CRHC communities. Tenants will be required to pay the rents that are applicable in their “chosen” community and the accompanying security deposit. Proof of income will be required.
- h) *Rent-Geared-to Income (RGI)* tenants that meet the eligibility requirements will be offered CRHC units based on Canadian National Occupancy Standard guidelines.

- i) Current Tenants who do not meet the eligibility requirements for RGI or affordable market housing will be provided with information on at least three rental options in the community that are rented for no more than 30% of their household income.
- j) Arrangement for an insured moving company or a flat-rate payout for moving expenses will be as follows:
 - i. A maximum of \$750 for bachelor and 1-bedroom households; and
 - ii. A maximum of \$1,000 for two or more bedroom households.
- k) Current tenants will be given right of first refusal to move back into the redevelopment and tenants must meet the eligibility requirements for the redevelopment.
- l) CRHC will work with other housing providers to secure appropriate housing for tenant households where applicable.
- m) Tenants will be provided with move-out cleaning instructions prior to vacating their current units.
- n) After completing a move-out inspection, CRHC may agree to the transfer of security deposits to the new unit for tenants relocating to CRHC units. Depending on the rent of the new unit, an additional damage deposit may be required, and the tenant will be required to make up the difference. Alternatively, if the rent is less, the tenant will receive a refund for the balance.

8. Reasonable Notice

All reasonable efforts will be made to house tenants prior to the demolition of the building. CRHC will provide at least four months' *Official Notice* to tenants prior to demolition as per the *Residential Tenancy Act (BC)*.

9. Tenant Relocation Report

CRHC must keep records and documentation for reporting purposes. At minimum that is to include:

- a) Names of the tenants;
- b) Accommodations provided;
- c) Outcome of their search for alternate accommodation; and
- d) A summary of the monetary value given to each tenant (e.g., moving costs, rent, etc.).

10. Municipal Tenant Relocation Policies

The CRHC will work in cooperation with those municipalities who have adopted tenant relocation guidelines or policies.

11. Related Legislation, Policies and Documents

- a) British Columbia Residential Tenancy Act
- b) BC Housing's Guiding Principles
- c) CRHC Policy 2.10 Applicant Eligibility
- d) CRHC Policy 2.11 Tenant Eligibility for Rent Supplement/RGI
- e) CRHC Policy 2.12 Occupancy Guidelines
- f) CRHC Policy 2.34 Pet Policy
- g) CRHC Policy 2.47 Smoke-Free