



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

<b>STEP 1</b>	<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.
<b>STEP 2</b>	<b>POLICY APPLICATION:</b> Complete tenant impact assessment to determine the requirements of your application.
<b>STEP 3</b>	Complete application requirement, including: <ul style="list-style-type: none"> <li>a. Current Site Information</li> <li>b. Tenant Assistance Plan</li> <li>c. Tenant Communication Plan</li> <li>d. Appendix A - Current Occupant Information and Rent Rolls (For office use only)</li> <li>e. Appendix B - Correspondence with Tenants Communication (For office use only)</li> </ul>
<b>STEP 4</b>	<b>SUBMIT:</b> Complete form and submit to: <ul style="list-style-type: none"> <li>a. Email digital copy of plan to <a href="mailto:housing@victoria.ca">housing@victoria.ca</a> (include appendices)</li> </ul>
<b>STEP 5</b>	<b>REVISE:</b> Applicant to update and return application requirements with staff input.
<b>STEP 6</b>	<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	No	If yes, complete the next question.
Does your work require the permanent relocation of tenant(s) out of the building?	Yes	No	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	No	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

<b>Site Address:</b>	
<b>Owner Name:</b>	
<b>Company Name:</b>	
<b>Tenant Relocation Coordinator (Name, Position, Organization):</b>	

### EXISTING RENTAL UNITS

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

## 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:	dd/mm/yyyy	dd/mm/yyyy
<p><b>Compensation</b></p> <p>Please indicate how you will be compensating the tenant(s).</p>			<p>Yes</p> <p>No</p>
<p><b>Moving Expenses</b></p> <p>Please indicate how the tenant(s) will receive moving expenses and assistance.</p>			<p>Yes</p> <p>No</p>
<p><b>Relocation Assistance</b></p> <p>Please indicate how the tenant(s) will receive relocation assistance.</p>			<p>Yes</p> <p>No</p>
<p><b>Right of First Refusal</b></p> <p>Please indicate whether the applicant is offering right of first refusal to the tenant(s). Please indicate your reasoning.</p>			<p>Yes</p> <p>No</p>
<p><b>Tenants Requiring Additional Assistance</b></p> <p>Please indicate whether there are tenants requiring additional assistance. If so, please indicate how the applicant plans to provide additional support.</p>			<p>Yes</p> <p>No</p>
<p><b>Other Comments</b></p>			

<b>APPLICANT</b>	
<b>Tenant Communication Plan Components</b>	<b>Tenant Communication Plan</b>
	<b>Date:</b> dd/mm/yyyy
How and when did you inform tenants of the rezoning or development application?	
How will you be communicating to tenants throughout the rezoning or development application (including decisions made by Council)?	
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)	
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.	
Other communications notes:	

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

Application received by \_\_\_\_\_ (City Staff) on \_\_\_\_\_ (Date)

Did the applicant meet TAP policy?      Yes                  No

Staff Comments on  
final plan: