



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	<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.
STEP 2	<b>POLICY APPLICATION:</b> 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	<b>SUBMIT:</b> Complete form and submit to: a. Email digital copy of plan to <a href="mailto:housing@victoria.ca">housing@victoria.ca</a> (include appendices)
STEP 5	<b>REVISE:</b> Applicant to update and return application requirements with staff input.
STEP 6	<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 <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

<b>Site Address:</b>	118 Menzies Street, Victoria, BC
<b>Owner Name:</b>	Village Green Apartment Holdings Ltd.
<b>Company Name:</b>	Village Green Apartment Holdings Ltd.
<b>Tenant Relocation Coordinator (Name, Position, Organization):</b>	Candice Leslie - Pacific Cove Property Management (PCPM)

### EXISTING RENTAL UNITS

Unit Type	# of Units	Average Rents (\$/Mo.)
Bachelor		
1 BR	1	\$1,460
2 BR	44	\$1,424
3 BR		
3 BR+		
<b>Total</b>	45	\$1,424

## 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:		
<b>Compensation</b>  Please indicate how you will be compensating the tenant(s).	To assist with relocation costs, all residents will be compensated based on their length of tenancy. Displaced tenants will receive a financial assistance package, equivalent to three to six months of free rent. Rent will be based on whichever is greater, the current rent or the CMHC average rent for their unit type. Each financial assistance package will be based on the following criteria: 0-4 years: 3 months' rent      10-19 years: 5 months' rent 5-9 years: 4 months' rent      20+ years: 6 months' rent		<b>Yes</b> <input checked="" type="checkbox"/>  <b>No</b> <input type="checkbox"/>
<b>Moving Expenses</b>  Please indicate how the tenant(s) will receive moving expenses and assistance.	Flat rate compensation (based on unit size) will be provided to the tenant at the rate of: • \$500 for one-bedroom households • \$750 for two-bedroom households		<b>Yes</b> <input checked="" type="checkbox"/>  <b>No</b> <input type="checkbox"/>
<b>Relocation Assistance</b>  Please indicate how the tenant(s) will receive relocation assistance.	Pacific Cove Property Management (PCPM) employs an in-house Relocation Specialist who focuses explicitly on tenant relocation & communications. The Relocation Specialist, on behalf of PCPM, will initiate a 'tenant needs survey' and one-on-one meetings with each tenant where discussion and development of a relocation approach will be tailored to each tenant. Based on the survey and meetings, three housing options will be provided. Options will be comparable in terms of size, location and rent amount (unless otherwise agreed to by the tenant).		<b>Yes</b> <input checked="" type="checkbox"/>  <b>No</b> <input type="checkbox"/>
<b>Right of First Refusal</b>  Please indicate whether the applicant is offering right of first refusal to the tenant(s). Please indicate your reasoning.	Tenants will be provided first right of refusal once the new purpose-built rental building at Village Green is complete. Returning tenants will be offered a special rate of 10% below the starting market rent for new suites.		<b>Yes</b> <input checked="" type="checkbox"/>  <b>No</b> <input type="checkbox"/>
<b>Tenants Requiring Additional Assistance</b>  Please indicate whether there are tenants requiring additional assistance. If so, please indicate how the applicant plans to provide additional support.	Fifteen tenants have been identified as requiring additional assistance. PCPM will coordinate resources to assist in searching for a new home for these tenants, including coordination with government programs such as BC Housing and other not-for-profit groups. In addition, PCPM has allocated an additional \$25,000-\$30,000 to support tenants requiring additional assistance. The extra money will assist tenants by providing further compensation to secure alternate housing and help support moving costs.  Given that the needs and scenarios of some tenants are evolving, the additional compensation will be determined as the Relocation Specialist continues to work with the tenants to identify housing plans. The additional compensation levels for each tenant requiring income assistance will be determined before the public hearing and drawn from this additional \$25,000-\$30,000.		<b>Yes</b> <input checked="" type="checkbox"/>  <b>No</b> <input type="checkbox"/>
<b>Other Comments</b>			

<b>Tenant Communication Plan Components</b>	<b>APPLICANT</b>	
	<b>Tenant Communication Plan</b>	
	<b>Date:</b>	
How and when did you inform tenants of the rezoning or development application?	1. PCPM provided written communication to tenants on December 9th, 2019 informing them of PCPM's intention to redevelop Village Green with a new purpose-built rental building. 2. On December 20th, PCPM provided further communications to tenants informing tenants that PCPM would be participating in the James Bay Neighbourhood Association meeting on January 8th, 2020. 3. All new tenants who moved into Village Green after December 2019 have been informed of the redevelopment intentions through a countersigned letter of acknowledgment.	
How will you be communicating to tenants throughout the rezoning or development application (including decisions made by Council)?	PCPM will continue ongoing tenant communication, both written and in-person, throughout the application process. Notices will be posted in the building to keep tenants up to date on the timing of approvals and potential notice period. Communication to tenants will not be less than every three months. PCPM employs a full time Relocation Specialist who will act as the primary point of contact for tenants.	
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)	Tenants will be provided with the City of Victoria Tenant Assistance Policy the Residential Tenancy Act, relevant information regarding the timing of approvals on the project and a regularly updated list of available rentals in the area.	
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.	In August 2020, PCPM provided tenants with the opportunity to request additional assistance, per the City of Victoria Tenant Assistance Policy. At this time, the Relocation Specialist hand-delivered a complete relocation information package, including the request for tenant assistance form. As a result, fifteen tenants were identified as requiring additional assistance.	
Other communications notes:	A detailed log of in-person meetings and written correspondence will be kept to ensure that PCPM complies with the City of Victoria Tenant Assistance Policy and the Residential Tenancy Act.	

FINAL TAP Review - [For City Staff to complete]

Application received by Chloe Tunis (City Staff) on September 16, 2021 (Date)

Did the applicant meet TAP policy?      Yes      ☒      No      ☐

Staff Comments on  
final plan:

This Tenant Assistance Plan generally meets the Tenant Assistance Policy. The applicant is providing compensation and moving expenses consistent with the levels identified in the Policy.

A total of 15 tenants identified as requiring additional assistance or facing additional challenges, though there were no specific monetary amounts requested. The applicant has dedicated a minimum of \$25,000 and up to \$30,000 to tenants who require financial additional assistance, rental compensation or additional moving expenses. The applicant has committed that the project relocation coordinator will continue to work with tenants to develop housing plans so that the additional compensation can be allocated based on specific individual needs. They have committed that these additional compensation levels will be determined prior to public hearing and that they will continue to work with staff to ensure this meets the policy. Staff consider this to be an acceptable approach that meets the intent of the policy.