

Tenant Assistance Plan

The Tenant Assistance Plan and appendices must be submitted at the time of your rezoning application, and should be submitted directly to housing@victoria.ca. Please contact your Development Services Planner with any questions.

Date of submission of Tenant Assistance Plan to City:

18 August 2023

Current Site Information

Site Address	1702 Quadra Street, Victoria BC
Owner Name	
Applicant Name and Contact Info	Aryze Developments Inc. (Vinit Jain) vinit@aryze.ca 250 940-3568
Tenant Relocation Coordinator (Name, Position, Organization and Contact Info)	Vinit Jain Development Manager / Tenant Relocation Coordinator Aryze Developments Inc., vinit@aryze.ca, 250-940-3568

Existing Rental Units

Unit Type	# of Units	Average Rents (\$/Mo.)
Bachelor	13	\$989.27
1 BR	2	\$957.56
2 BR		
3 BR		
3+ BR		
Total		

Current Building Type (Check all that apply):

- ☐ Purpose-built rental building
- ☐ Non-market rental housing
- ☐ Condominium building
- ☐ Single family home(s), with or without secondary suites
- ☒ Other, please specify:

Building with suites currently used as residential rentals

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](#). The City of Victoria's [Tenant Assistance Policy](#) is intended to supplement the Residential Tenancy Act and offer additional support for tenants in buildings that are being considered for redevelopment. To review the full Tenant Assistance Policy and supporting documents, please refer to the [City of Victoria's website](#).

Policy Applications

If your plans to redevelop this property will result in a loss of residential rental units AND will require tenants to relocate out of the existing building(s), please submit a Tenant Assistance Plan with your application.

Do you have tenant(s) who have been residing in the building for more than one year, at the time when application is submitted?

☒ **Yes**

If yes, tenants are eligible for support. Please complete the full form.

☐ **No**

If no, please skip to and complete Appendix A: Occupant Information and Rent Roll.

When completing this form, please refer to the Tenant Assistance Policy guidelines for Market Rental and Non-Market Rental Housing Development. Please note that the form includes the required Freedom of Information and Protection of Privacy Act (FOIPPA) section 27(2) privacy notification which should be communicated to tenants.

APPLICANT:

Please complete the following sections to confirm the details of the Tenant Assistance Plan:

CITY STAFF:
Did applicant meet policy?

1. Compensation (Please see [Section 4.1](#) for Market Projects and [Section 5.1](#) for Non-Market Projects)

For market rental housing, compensation is recommended to be based on length of tenancy at either:

1. The higher of CMHC average rent for the City of Victoria (as identified in CMHC's Annual Rental Market Report, adjusted annually and identified in Table 1 – Rental Compensation below) or the tenant's existing rent; or
2. Free rent in a different building

1.a. Please indicate how you will be compensating the tenant(s).

<input type="checkbox"/> Free Rent	<input checked="" type="checkbox"/> Lump Sum Payment	<input type="checkbox"/> Combination
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1.b. Were the tenant(s) consulted in this decision? ☒ Yes ☐ No

1.c. Please describe how tenants will be compensated based on length of tenancy.

Our approach is to exceed the TAP requirements in both offers of financial assistance for both rent and moving expenses. All eligible Tenants, i.e. Tenants who have resided on the property for year or more at the time of application are compensated based on "Table 1 - Rental Compensation" provided in the Tenant Assistance Policy, where we use the latest CMHC rents available for calculations.

We also add an additional month of rent to the total compensation package. For example if the tenant is eligible for 3 months rent as compensation, we are offering and paying them 4 months rent at the time of relocation. Similarly, moving expenses are also topped up by \$250 over the eligibility amount as a gesture of additional support to relocating tenants. Additional support may be offered to the non eligible tenants at the Property Owner's discretion.

Yes ☒

No ☐

2. Moving Expenses (Please see [Section 4.2](#) for Market Projects and [Section 5.3](#) for Non-Market Projects)

2.a. Please indicate how the tenant(s) will receive moving expenses or assistance.

<input type="checkbox"/> Hired Moving Company	<input checked="" type="checkbox"/> Flat Rate Compensation	<input type="checkbox"/> Combination
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2.b. Were the tenant(s) consulted in this decision? ☒ Yes ☐ No

Yes ☒

No ☐

3. Relocation Assistance (Please see [Section 4.3](#) for Market Projects and [5.4](#) for Non-Market Projects)

3.a. Is the Tenant Relocation Coordinator internal or external to your organization?

<input checked="" type="checkbox"/> Internal	<input type="checkbox"/> External
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3.b. Providing as much detail as possible, please indicate how the Tenant Relocation Coordinator will engage with tenants, including when they will start engaging, how often they will engage, and what methods they will use to communicate with tenants.

Each project is assigned a dedicated Tenant Relocation Coordinator (TRC) within our organization who is the key point of contact and introduced to the all the tenants (eligible or non eligible) before the application for Rezoning and DP is submitted to the City. While the primary mode of communication is via email, tenant (eligible or non eligible) preference is considered where possible, if tenants prefer to communicate via phone or text message. All major project updates are also delivered in-person in a physical format.

The TRC ensures that the rent roll is updated at least once every three months to keep track of any change in tenancy or tenant information. Project updates are sent whenever there is either a significant change in the proposed development or the project moves to a subsequent stage in the municipal process.

Apart from the TRC, our Engagement Coordinator is also available to provide additional support to tenants (eligible or non eligible) when it comes to in-person meetings or guidance in filling out the relevant forms. Their contact information is provided at the outset of the project, should the tenants have any inquiries.

Yes ☒

No ☐

APPLICANT: Please complete the following sections to confirm the details of the Tenant Assistance Plan:		Did applicant meet policy?
4. Right of First Refusal (Please see Section 4.4 for Market Projects and 5.5 for Non-Market Projects)		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
4.a. Does right of first refusal apply to the project? <i>(If the residential property has 5 or more rental units, then yes)</i> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No 4.b. If right of first refusal is offered, how will this apply to returning tenants? <div> <p>When the TAP introduction package is provided to eligible tenants, we include details regarding the tenant's opportunity for Right of First Refusal in the proposed development, if approved for redevelopment. This allows us to collect information regarding the eligible tenants who would like to register for this opportunity and receive notification when the lease-up program commences. Once the building is close to completion, and the rents for the new building are confirmed, we will send an offer to the interested tenants before the unit(s) are listed on the market for rent. The tenants exercising Right of First Refusal will be offered tenancies at 20% below starting market rents along with moving expenses to return to the building, per the Tenant Assistance Policy.</p> </div>		
5. Tenants Requesting Additional Assistance (Please see Section 6.0)		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
5.1 Have tenants been provided with the additional assistance form and policy? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No 5.b. Have tenant(s) requested additional assistance above tenant assistance policy expectations? <div> <p>Yes, most tenants who have been living for a long term in the building have asked for a rental that is affordable. We have been able to relocate tenants into an available affordable units because of our close working relationship with the Property Management Company Sanpra Real Estate Inc. We have also been able to work with the Property Owner to accommodate tenant requests for a portion of their Tenant Assistance Compensation to be released ahead of time to help them move.</p> <p>We continue sharing affordable listings with the tenants and have also offered to apply on their behalf if they are interested.</p> </div>		
6. Notification and Communication (Please see Section 3.4)		
6.a. Have all tenants been informed of the proposed rezoning or development? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No 6.b. How will you be communicating to tenants throughout the rezoning or development application (including decisions made by Council)? <div> <p>Each project is assigned a dedicated Tenant Relocation Coordinator (TRC) within our organization who is the key point of contact and introduced to the tenants before the application for Rezoning and DP is submitted to the City. While the primary mode of communication is via email, tenant preference is considered where possible, if tenants prefer to communicate via phone or text message. All major project updates are also delivered in-person in a physical format.</p> <p>The TRC ensures that the rent roll is updated at least once every three months to keep track of any change in tenancy or tenant information. Project updates are sent whenever there is either a significant change in the proposed development or the project moves to a subsequent stage in the municipal process.</p> <p>Apart from the TRC, our Engagement Coordinator is also available to provide additional support to tenants when it comes to in-person meetings or guidance in filling out the relevant forms. Their contact information is provided at the outset of the project, should the tenants have any inquiries.</p> </div>		
7. Tenant Resources (Please see Tenant Resource Guide)		
7.a Have tenants been provided with the Tenant Resource Guide? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No 7.b. How have or will you facilitate tenants in accessing these resources? <div> <p>We have an open communication channel with the tenants with a dedicated TRC who responds to all tenant inquiries and ensures that the tenants have access to the Policy guides. We also track this in our tenant assistance spreadsheet.</p> </div>		

8. Final Tenant Assistance Report (Please see [Final Tenant Assistance Report](#))

8.a The City of Victoria requests that applicants submit a Final Tenant Assistance Report detailing how the Tenant Assistance Plan was completed prior to the issuance of an occupancy permit.

I have read and understand this statement



Other Comments:

There were 15 Tenants who were present at the time of application submission in December 2021, 9 were considered eligible tenants, and of those eligible tenants, 5 have since secured alternative housing and have already been compensated per the Tenant Assistance Plan, while 4 eligible tenants remain in the building, as noted in Appendix A.



Application Reviewed By: Julie Edney (City Staff) Date: August 18, 2023

Did the applicant meet TAP policy?:

☒ Yes

☐ No

☐ N/A

Staff comments on final plan:

The applicant has provided a comprehensive TAP which meets Tenant Assistance Policy expectations related to compensation, moving expenses, relocation assistance, and Right of First Refusal. They are also exceeding Policy expectations by offering relocation assistance to tenants who would otherwise be considered non-eligible for assistance per the Policy.

The applicant has been in regular communication with tenants about the redevelopment proposal and proactive in providing tenants with relocation assistance, demonstrating a commitment to meeting tenant relocation needs by successfully re-housing eligible tenants and facilitating the early release of compensation when needed.

Tenant Assistance Plan - Appendices

Please complete all three Appendices as part of your Tenant Assistance Plan. Exception: If there are no eligible tenants, only complete Appendix A (see Policy Application on p. 1). To protect tenant information, the appendices are only submitted with the Tenant Assistance Plan to housing@victoria.ca. Please contact your Development Services Planner with questions.

The Tenant Assistance Plan includes the collection, use and disclosure of tenants' personal information for the purpose of achieving the goals contained in the Tenant Assistance Policy and guidelines. The collection, use and disclosure of tenants' personal information must comply with the Freedom of Information and Protection of Privacy Act (FOIPPA). Privacy requirements for compliance with FOIPPA have been adopted and expressed in privacy language in Tenant Assistance Plan documentation to ensure continued compliance.

For privacy compliance, please have:

- Tenants sign the Tenant Request for Assistance form to return to applicant (to be included in Appendix B)
- Applicants review and sign the Tenant Assistance Policy Compliance with FOIPPA form (Appendix C)

APPENDIX A: Current Occupant Information and Rent Rolls

Please attach the current tenant information and rent rolls as Appendix A. Note: Appendix A will be kept confidential.

All Units (existing and former tenants within the past year, at time of application)

Apartment Unit Number	Bedroom Type (Bachelor, 1 BR, 2 BR etc.)	Tenant Name (if none, list as vacant with reason for end of previous tenancy)	Does the Tenant Require Additional Assistance (Y/N)? If yes, what additional support?	Start Date of Tenancy	Current Monthly Rent Amount

APPENDIX A: Current Occupant Information and Rent Rolls

Note: Appendix A will be kept confidential. Please ask City staff for additional Current Tenant Information and Rent Rolls if needed.

Apartment Unit Number	Bedroom Type (Bachelor, 1 BR, 2 BR etc.)	Tenant Name (if none, list as vacant with reason for end of previous tenancy	Does the Tenant Require Additional Assistance (Y/N)? If yes, what additional support?	Start Date of Tenancy	Current Monthly Rent Amount

APPENDIX B:

Tenant Correspondence & Requests for Assistance

The applicant is responsible for submitting the Tenant Request for Assistance Forms signed by tenants, as well as copies of all written correspondence and notification to tenants to City staff as Appendix B.

For non-profit organizations that may have their own forms to use, please contact City Staff to determine if those can be used in lieu of the Tenant Request for Assistance Form.

Note: Appendix B will be kept confidential.

APPENDIX C:

Tenant Assistance Policy Compliance with the Freedom of Information and Protection of Privacy Act



Please ensure this form is signed by both the Applicant and the Tenant Relocation Coordinator, if applicable.

The City of Victoria's Tenant Assistance Plan (TAP) collects tenant personal information to assist them to find new, comparable, accommodations. Collecting tenant personal information requires the City and developers' Tenant Relocation Coordinators to collect in compliance with FOIPPA. Following these privacy guide-lines will maintain the required compliance.

Collection: Appendix A of the Tenant Assistance Plan (TAP) collects this personal information, tenant name, length of tenancy, dependents and needs and vulnerabilities (e.g. fixed income, affordable housing, disabilities). Section 26 of FOIPPA lists all the purposes in which personal information may be collected. Helping tenants find new, comparable, accommodations is the only purpose for collecting their personal information. This purpose complies with section 26(c) that states: "the information relates directly to and is necessary for a program or activity of the public body". Tenants' personal information cannot be used for any other purposes.

Use: Tenant's personal information must comply with section 32(a) of FOIPPA that states, "it must be for the purpose for which that information was obtained or compiled, or for a use consistent with that purpose (see section 34)". The purpose is the same as that in which it was collected under section 26(c). There are no consistent purposes under the TAP program. Tenant's personal information can only be used to provide the assistance that the TAP program provides.

Disclosure: FOIPPA list only those reasons in which personal information may be disclosed and it can only be disclosed to individuals inside Canada. The tenants' personal information can only be disclosed in accordance with section 32.2(a) that states, "for the purpose for which it was obtained or compiled". In other words, disclosure is only to those who require it in order to perform work that "relates directly to and is necessary for" delivering the assistance available under TAP (e.g. on a "Need to Know" basis).

Accuracy: FOIPPA requires that "every reasonable effort" be employed to collect personal information. When tenants complete a tenant letter, they need to review the personal information they provide to confirm it is correct. Also, double for accuracy when transcribing from the letters to Appendix A.

Correction: Tenants can request to review and correct their personal information at any time including a year after the decision is implemented regarding the assistance they received under TAP. The City will provide the access, therefore, developers do not need to retain their tenant records for a year.

Protection: Every reasonable effort must be made to protect tenant information from unauthorized collection, use, disclosure, access or premature destruction. This includes password protecting tenant information, keeping it separate from other information, keeping it in one location, limiting access (need to know) and not sharing it unencrypted are all reasonable security efforts.

Storage and Access: FOIPPA requires that the tenant personal information be stored and accessed only from within Canada. Storing it on a cloud service provider, even one in Canada, is still likely to allow access from the US. Keeping it in a secure electronic folder with only one person with access is the most FOIPPA compliant.

Retention: Personal information is only kept for as long as it is operational required. Under TAP it can only be kept for one year after a decision has been made and implemented regarding the assistance a tenant is eligible for under TAP. After that, tenant letters must be destroyed so they cannot be reconstituted and the personal information in Appendix A must be aggregated so that specific individuals cannot be identified.

Applicant: I have read and understand my responsibilities with regard to compliance with FOIPPA as explained above

Signature: Vinit Jain Digitally signed by Vinit Jain
Date: 2023.08.09 15:21:38
-07'00' Print Name: Vinit Jain Date: 18 August 2023

Relocation Coordinator (if applicable): I have read and understand my responsibilities with regard to compliance with FOIPPA as explained above

Signature: Print Name: Date: