

Market Rental Revitalization Study (MaRRS)

Policy research on tenant protection policies and rental stock protection policies

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Background and Context

Market Rental Revitalization Study (MaRRS)

It is estimated that there are approximately 10,000 aging market rental units in the City of Victoria, making up nearly 25% of the City's total housing stock. With a proportionally high percentage of renters in the City (60% of the total population) and a vacancy rate of 0.5%, this stock is a vital component of the City's overall supply of affordable rental housing.

However, many of these buildings are facing major degradation due to age and/or deferred maintenance, and are vulnerable to loss due to redevelopment. A 2016 study commissioned by Landlord BC estimated that over 20,000 rental apartments in Greater Victoria – representing nearly half of the total building stock in the region – are due for major renovations or replacement by 2025, a proportion that is expected to be mirrored in the City of Victoria going forward.

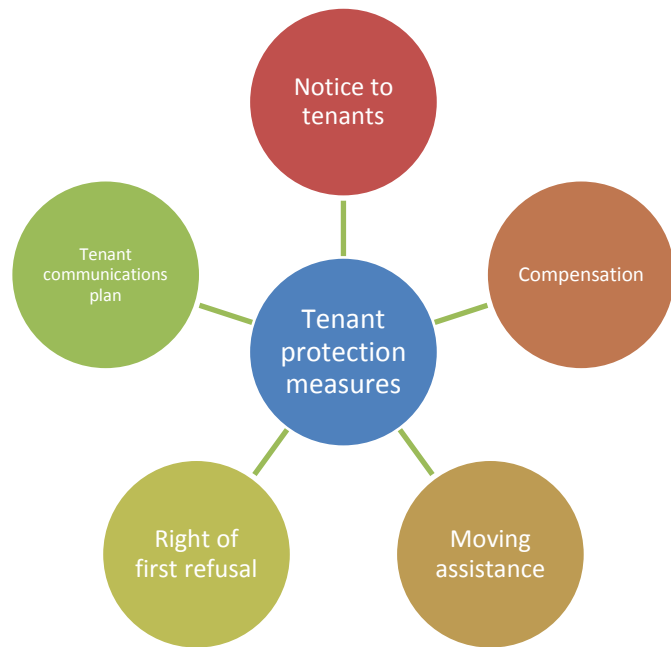
The Market Rental Revitalization Study (MaRRS) is intended to explore measures to preserve the existing stock of affordable market rental units and also explore measures to protect tenants in the case of demolition, redevelopment, or renovation of existing units.

This report will examine two major policy areas that relate to the MaRRS project:

- Tenant protection measures
- Housing preservation measures

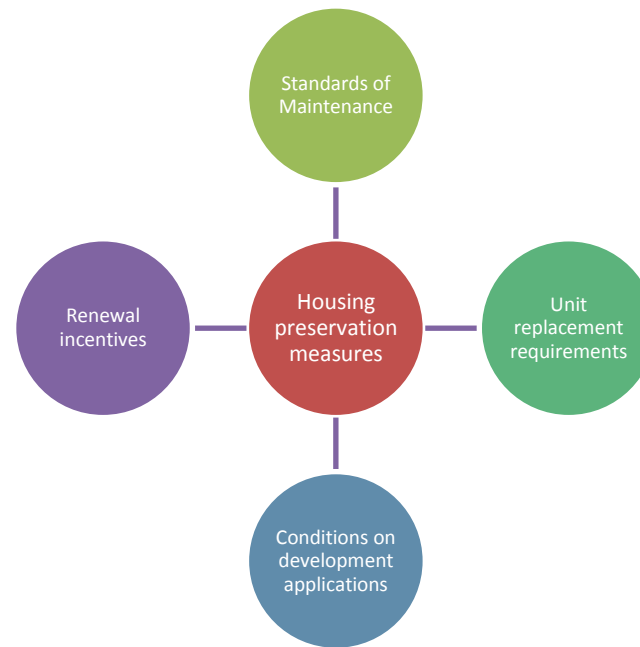
This report will contribute to an examination of the City of Victoria's municipal legislative authority to enact policies to better support tenant stability and effectively preserve market rental housing.

Measures to preserve market rental housing and protect tenants



Measures to protect tenants

Tenant protection measures in jurisdictional review have been found to be comprised of some common elements.



Measures to preserve existing rental housing stock

The illustrated measures are but a few options that can assist in the preservation of existing rental housing stock.

Provincial and municipal policy context for tenant protection measures

BC Residential Tenancy Act (RTA)

The [*Residential Tenancy Act*](#) (RTA) governs the relationship between landlords and tenants, setting out rules for tenancy. There are questions, however, about the sufficiency of protections afforded to tenants. Several municipalities in BC are enacting measures to augment and supplement the tenant protection measures in the RTA, particularly in the case of displacement due to demolition, conversion, and renovation activity.

The RTA outlines timelines, procedures, and conditions for ending tenancies in Part 4, "How to End a Tenancy." According to Section 49, Article 6:

"A landlord may end a tenancy in respect of a rental unit if the landlord has all the necessary permits and approvals required by law, and intends in good faith, to do any of the following:

- (a) demolish the rental unit;
- (b) renovate or repair the rental unit in a manner that requires the rental unit to be vacant;
- (c) convert the residential property to strata lots under the *Strata Property Act*;
- (d) convert the residential property into a not for profit housing cooperative under the *Cooperative Association Act*;
- (e) convert the rental unit for use by a caretaker, manager or superintendent of the residential property;
- (f) convert the rental unit to a non-residential use."

The RTA also sets out requirements for notice (amount of time) and compensation to tenants when ending a tenancy for the aforementioned reasons. The Province is currently exploring increasing the notice and compensation requirements, but as it stands a landlord is required to give two months' notice of ending tenancy and the equivalent of one months' rent as compensation. This falls short of the standards set by other provinces:

- In Ontario, a landlord is required to give 120 days' notice to end a tenancy and the equivalent of 3 months' rent, or with offer of another rental unit acceptable to the tenant. The tenant must also be offered the right of first refusal, to return to the building after the work is complete, at a rental rate no more than what the landlord could have charged if there has been no interruption in the tenancy.
- In Quebec, a landlord must give a tenant 6 months' notice to end the tenancy (or 1 month if the tenant is within 6 months of expiry of a fixed term lease. The landlord must compensate the tenant with an equivalent of 3 months' rent, plus paying for moving expenses.



Renovations

Renovation activity may contribute to tenant instability and displacement, and there are few guidelines to mitigate the impact and little recourse for tenants who are displaced due to renovations. According to the terms of the RTA, a landlord may end a tenancy with the intention, in good faith, of “renovat[ing] or repair[ing] the rental unit in a manner that requires the rental unit to be vacant.”

One attempt at safeguarding against unwarranted eviction is the specification that property owners must have all of the necessary permits in place before evicting tenants, according to staff at the BC Residential Tenancy Branch.

While the guidelines on the RTA website suggest that tenants should only be displaced when necessary, and in the case of major construction. Major construction means demolition, conversion of the property, or major renovation that require the unit or building to be empty – however, specific guidelines for what is substantial enough to warrant eviction are not provided.

The Residential Tenancy Branch website urges that “when possible, renovations should be done without evicting the tenant” and suggests that measures be taken to avoid ending the tenancy, “for example, if the renovations require the unit to be vacant for a short period, the tenant could be relocated and later return to the unit at the same rent.”¹

There remains, however, a lack of guidelines about what constitutes renovations substantial enough to justify ending a tenancy. According to the Residential Tenancy Branch, different arbitrators have ruled differently in cases relating to renovation.²

Upcoming amendments to the RTA

The Province has recently announced it intends to change the loophole of fixed-term tenancies and the vacate clause, which allows landlords to bypass the annual rent control, leaving renters vulnerable to “unfair and unjustified rent increases,” according to Municipal Affairs and Housing Minister, Selina Robinson.

¹ Government of British Columbia. Residential Tenancy Branch. “Two Month Notice to End Tenancy.” <https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/ending-a-tenancy/landlord-notice/two-month-notice>

² Interview with Residential Tenancy Branch staff by consultant.

If passed, the amendments will restrict a landlord's ability to use a vacate clause in fixed-term tenancy agreements to certain circumstances only; and limit rent increases between fixed-term tenancy agreements with the same tenant to the maximum annual allowable amount (currently 2% plus inflation).³

According to the Director of Policy at the Residential Tenancy Branch, the Province is currently reviewing the RTA with a specific focus to examine if there are opportunities to increase notice and compensation for tenants facing eviction in the cases outlined in Section 49 of the RTA.

Municipal policies and tenant protection measures

Several municipalities in BC (and beyond) have instituted local policies around tenant protection and relocation that augment the protections offered by the RTA, with specific attention towards renovation, demolition, and conversion. These policies are outlined within this document with the intention of providing the City of Victoria with options to explore for policies or guidelines augmenting the *Residential Tenancy Act* to improve rental tenant stability and/or protection for tenants.

Currently, the City of Victoria has a [*Residential Strata Titling Policy*](#) that sets out guidelines that relate to tenant protection in the case of the conversion of a rental building into strata units. This policy requests the applicant submit a Tenant Plan (see Appendix A), which provides information about the following: notice given to tenants about intent to convert; the type of choices offered to tenants that would allow them to continue to occupy their units; guidance for tenants to locate other housing; amount of monetary assistance offered, such as rent-free period or moving expenses; and a complete list of tenants in the building. The provisions in this policy apply only the case of conversion to strata. The policy is made possible because of specific authority granted to municipalities in the [*Strata Property Act*](#).

Similar types of provisions to the *Residential Strata Titling Policy*, and its request for a Tenant Plan, have been set out in policies and guidelines in other municipalities with regard to demolition and redevelopment. Most of these policies apply during the Rezoning application process, as a city's Council has the opportunity for broad discretion for Rezoning permits. When it comes to other types of work such as demolition and redevelopment without the requirement of rezoning, or renovations, opportunities for municipal intervention are not as straightforward.

³ <https://news.gov.bc.ca/releases/2017MAH0010-001815>

Provincial policies around ending tenancies

Summary Chart of Provincial Policies

In the case of eviction for renovation, demolition, or conversion

Jurisdiction	Notice to tenants	Compensation	Moving assistance	Right of first refusal
BC	2 months'	Equivalent of 1 months' rent		
Alberta	Periodic: 1 year 180 days 3 months' notice			
Saskatchewan	2 months'	Compensation only when unit has not been used for stated purpose within a reasonable period of time		
Manitoba	Dependent on vacancy rate, tenancy agreement type, or if tenants have children who go to school (three months' minimum)	Pay for moving costs, up to \$500.	Landlord to pay for moving costs.	Yes, but must pay new rent level.
Ontario	120 days	Equivalent of 3 months' rent, or offer another rental unit acceptable to the tenant (for buildings with at least 5 units)		Yes, at a rent that is no more than what the landlord could have lawfully charged if there had been no interruption in the tenancy
Quebec	6 months' notice - or 1 month if within 6 months of expiry of fixed term	Equivalent of 3 months' rent, plus reasonable moving expenses	Landlord to pay for reasonable moving expenses	

* See Appendix A for details of provincial policies

Municipal policies around tenant protection in case of demolition or renovation

Several municipalities, in BC and across Canada, are instituting specific measures that apply to rental stock renovation, demolition, and conversion which provide additional protection to tenants beyond the provincial Residential Tenancies legislation.

Tenant protection measures tend to feature some common aspects:

- detailing the amount of notice given to tenants for ending a tenancy;
- the amount and type of compensation the landlord is to provide tenants (cash payout, free rent, covering moving expenses);
- the particulars of moving assistance the landlord is to provide to tenants (arranging for or covering moving expenses, locating alternative accommodations within specific guidelines);
- and the right of first refusal (the offer to return to the building once renovations or reconstruction is complete, sometimes with stipulations for the rent level to be paid).

There may be other requirements, such as types of documentation to submit to the municipality, or additional support for vulnerable tenants. These measures may be requirements or they may be guidelines. They may apply to certain types of rental stock (for example, more than a certain number of units within a building) and/or a certain type of development application (Rezoning Application; Heritage Alteration Permits).

Municipal authority to enforce these measures is complex legislative terrain, and it seems several municipalities in BC are considering what they can do at the municipal level to protect renters particularly in the case of renovation. There are more straightforward policy mechanisms available when considering Rezoning Applications, which often accompany redevelopment. The City of Victoria currently has tenant protection measures that apply to the conversion of residential rental stock to strata, in its Residential Strata Titling Policy, which was adopted in 1997. However, renovation activities remain elusive when it comes to tenant protection.

Most municipalities in the case studies explored within this report focus their tenant protection policies on rezoning, because rezoning applications provide for a public hearing and consideration of a variety of factors. Heritage properties also allow for more limits and considerations. When it comes to demolition, building, or renovation, however, municipalities seemingly have little legal authority to enforce measures that relate to tenant protection. The policies that apply to rezoning applications, however, can become an informal industry standard when it comes to development.

The tenant protection policies outline the basic minimum standards, and practice can often exceed what is outlined. In fact, according to planning staff at several BC municipalities (City of North Vancouver, City of Burnaby, City of New Westminster),⁴ the practice often involves the developer applicant going above and beyond the basic, stated minimum guidelines set out in the municipal policies or the provincial Residential Tenancy Act when it comes to tenant assistance. Municipalities reported often seeing developers offer advanced notice to tenants prior to a development application, increased compensation beyond the minimum standards, and have gone to lengths to assist tenants with suitable relocation.

Summary chart of municipal policies

Jurisdiction / Policy	Description / Policy Application	Notice to tenants	Compensation	Moving assistance	Right of first refusal
City of Vancouver <i>Tenant Relocation and Protection Policy</i>	Required for rezoning or development permit Tenant Relocation Plan • Required for all tenants who have lived in building for one year or more (voluntary for less than a year)	2 months' notice	Based on length of tenancy • 2 months' rent for tenancies up to 5 years; • 3 months' rent for tenancies between 5 to 9 years; • 4 months' rent for tenancies over 10 years; and • 6 months' rent for tenancies over 20 years.	Moving expense compensation, depending of unit size Tenant Relocation Coordinator finds 3 comparable options (and encourages more supports for vulnerable tenants)	Yes, and at a 20% discount below starting market rents (For particular cases: where 1:1 replacement is required, or projects proposed secured market rental housing units)
City of North Vancouver <i>Residential Tenant Displacement Policy (H18)</i>	Redevelopment or demolition of purpose-built rental (designated Level Four and higher in OCP)	Enhanced notice, prior to Demolition Permit Two months' notice with demolition permit	Three months' rent	Tenant relocation coordinator to find 3 comparable options • not exceeding 10% above CMHC market average or 10% above tenants current rent amount (whichever is lower)	Yes, but particulars of unit size and rent amount to be negotiated by property owner and tenant
District of North Vancouver	Rezoning applications that require the demolition of more than	Enhanced notice, prior to Demolition Permit	Three months' rent	Tenant relocation coordinator to find 3 comparable options in	Can be offered – included in the Tenant Assistance Package and

⁴ Telephone interviews of planning staff conducted by study consultant

	4 rental units Voluntary	Two months' notice with demolition permit		the municipality or on the North Shore • Rent should be no more than 10% above current rent	contemplated as development permit application is being assessed, but no specific guidelines outlined
City of New Westminster <i>Tenant Relocation Policy</i>	Required for Rezoning/Heritage Revitalization Voluntary for Development or Demolition Permits	Three months' notice	Three months' rent	Property owner must provide Tenant Relocation Plan, but particular terms are not prescribed	
City of Burnaby <i>Tenant Assistance Policy</i>	Demolition of six or more tenanted dwelling units	Three months' notice Established communications plan with tenants	Three months' rent		An offer to be extended to secure unit in new housing development (rental or ownership), rental in another unit managed by the same applicant, or information on other accommodation options
City of Coquitlam	Developers must submit a Rental Housing Strategy with proposed options of relocating existing tenants before and after redevelopment	Two months (same as RTA)	One month's rent (same as RTA)		

Details of Municipal Policies

City of Vancouver

Jurisdiction & Policy	Element of policy	Details of policy
City of Vancouver <i>Tenant Relocation and Protection Policy</i>	Application of policy	<p>These guidelines apply to the “primary” rental stock, where the purpose of the building is to operate rental housing in the long-term. This includes:</p> <ul style="list-style-type: none"> • purpose-built market rental housing; • non-market or social housing; • buildings with rental units above commercial spaces; and • large multiple conversion dwellings with six or more units. <p>• required for all redevelopment or renovation activity that results in tenant eviction, if the proposed project requires a rezoning or development permit.</p>
	Requested documentation	<p>Final Tenant Relocation Report, including:</p> <ul style="list-style-type: none"> • Names of tenants; • Outcome of their search for alternate accommodation; and • A summary of the monetary value given to each tenant. <p>- Tenant Relocation Application Form (Development Applications Involving Tenant Relocation)</p> <p>Tenant Impact Statement</p> <ul style="list-style-type: none"> • In cases where tenants will not be permanently displaced as a result of rezoning of redevelopment • Notarized, including a declaration that tenancies will not be impacted as a result of proposed work
	Notice to tenants	<ul style="list-style-type: none"> • A minimum of 2 months’ notice to end tenancies after all permits are issued. • For rezonings, applicants are encouraged to communicate in writing with tenants at the start of the inquiry stage.
	Compensation	<p>Financial compensation provided based on length of tenancy:</p> <ul style="list-style-type: none"> • 2 months’ rent for tenancies up to 5 years; • 3 months’ rent for tenancies between 5 to 9 years; • 4 months’ rent for tenancies over 10 years; and • 6 months’ rent for tenancies over 20 years. <p>Compensation can take the form of free rent, a lump sum payment, or a combination of both.</p> <p>Plus payment of moving fees: Arrangement for an insured moving company, <u>or</u>, a flat rate payout for moving expenses, depending on size of dwelling, as follows:</p>

		<ul style="list-style-type: none"> • \$750 for bachelor and 1-bedroom households; and • \$1,000 for two or more bedroom households.
	Moving assistance	<p>Moving expense compensation based on unit size:</p> <ul style="list-style-type: none"> • \$750 for bachelor and 1-bedroom households; and • \$1,000 for two or more bedroom households. <p>Tenants can request assisting finding new accommodations:</p> <ul style="list-style-type: none"> • 3 options offered, comparable in unit type (unless otherwise agreed to); • All options should rent at no more than the CMHC average rents for the area – unless tenant's current rent is higher than average, then options provided at current rental rate; • All options in Vancouver, 1 in same neighbourhood (local planning area); • In West End, 2 options in same neighbourhood; • Where possible, options should be tailored to tenant (e.g. pet friendly, mobility considerations, smoke free, etc); • In cases involved vulnerable tenants, applicants are encouraged to offer additional supports: <ul style="list-style-type: none"> • Vulnerable tenants may include seniors, persons with disabilities, tenants with low income, mental health issues, etc. • Additional supports have include hiring a housing consultant to assist with individual tenants, additional funds for moving expenses, and/or working with non-profit agencies to offer accommodation. • If tenant is low-income and currently paying significantly lower than CMHC avg rent, then provide at least 1 option within 10% of current rent.
	Right of first refusal	<p>Right of first refusal, at a 20 per cent discount below starting market rents (unless tenant's current rent is higher, then at that rate), will be offered in the following scenarios:</p> <ul style="list-style-type: none"> • For projects where one-for-one replacement of rental units are required under the Rental Housing Stock ODP. • For projects proposing new secured market rental housing units • For projects proposing social housing, tenants offered right of first refusal (if tenant meets eligibility requirements) <p>* Does not apply to projects where new units are not residential rental.</p>
	Other requirements	<ul style="list-style-type: none"> • A Tenant Relocation Plan will be required for all redevelopment or renovation activity that results in tenant eviction, if the proposed project requires a rezoning or development permit. (Guidelines provide a list of the types of renovation activities that could result in tenant relocation.) • A Tenant Impact Statement will be required when tenants are not permanently displaced. • The Statement must be notarized and include a declaration that tenancies will not be ended as a result of the proposed work. • A Tenant Relocation Application Form must be submitted, although Tenant Relocation Plan only applies

		<p>to eligible tenants.</p> <p>A Final Tenant Relocation Report but must submitted prior to the issuance of the occupancy permit. Includes:</p> <ul style="list-style-type: none"> • Names of tenants eligible for the Tenant Relocation Plan; • Outcome of their search for accommodation; and • A summary of the monetary value given to each tenant (e.g. moving costs, rent, etc.).
	Particular conditions	<p>Eligible tenants</p> <ul style="list-style-type: none"> • All tenants, regardless of type of tenancy, who have lived in the building for one year or more at the time the rezoning or development permit application is opened – must be included in Tenant Relocation Plan • Tenants who have lived at the property for less than a year may voluntarily be included in the Tenant Relocation Plan • All tenants are subject to the RTA <p>Special requirements apply when building is vacant at time of application.</p>

City of North Vancouver

Jurisdiction & Policy	Element of policy	Details of policy
City of North Vancouver <i>Residential Tenant Displacement Policy (H18)</i> (Approved November 16, 2015)	Application of policy	<p>Redevelopment, demolition of purpose-built rental (designated Level Four and higher in OCP)</p> <p>Voluntary</p>
	Requested documentation	<p>Submitted at time of Development Application:</p> <ul style="list-style-type: none"> • Current Occupancy Summary <ul style="list-style-type: none"> - Number of occupied and vacant units - Type of tenancy for each tenant (e.g. periodic or fixed-term) - Start and end of tenancy for each tenant - Rent for each unit - Size of each unit - Number of bedrooms in each unit - Mobility or accessibility requirements and/or other housing supports required by a tenant • Tenant Communications Plan <ul style="list-style-type: none"> - Outlines how tenants will be proactively engaged and notified of input opportunities throughout the development application process - Tenant resources, such as those offered through the Tenant Resource & Advisory Centre, should be widely advertised to tenants - Notifications posted in conspicuous places of building

		<ul style="list-style-type: none"> - Applicant to include a copy of all written correspondence to tenants • Documentation of all tenants who want to return to the new building
	Notice to tenants	<p>Enhanced notice, prior to Demolition Permit</p> <p>Two months' notice with demolition permit</p>
	Compensation	<p>The applicant will compensate all tenants on a periodic tenancy (e.g. month-to-month) with three months' rent to assist tenants in securing alternative accommodations, as well as to compensate for moving expenses</p> <p>For tenants with fixed-term tenancies, the RTA stipulates how to end a fixed-term tenancy at an earlier date than specified, although the City recommends that the applicant provide a minimum of three months' rent compensation to fixed-term tenants as well.</p>
	Moving assistance	<p>The applicant will designate a Tenant Relocation Coordinator to aid tenants in finding up to three comparable rental units in the City of North Vancouver. The maximum rent for the new units found by the Tenant Relocation Coordinator will not exceed 10 percent above the average rent, by the number of bedrooms, in the City of North Vancouver as established by CMHC's Rental Market Report</p> <p>If the existing rent amount of a tenant exceeds the average rent levels in the City as recorded by CHMC, the Tenant Relocation Coordinator will find alternate units with rents no more than 10 percent above the tenant's current rent amount</p>
	Right of first refusal	<p>The applicant will provide all displaced tenants the first right of refusal to live in the new building.</p> <ul style="list-style-type: none"> • The particulars of the unit, including rent amount, unit size, and number of bedrooms, will be negotiated between the property owner and individual tenants. • If the new building has units that are rented at below-market rents, it is the City's preference that these units are leased to tenants who were displaced from the original building. • The Tenant Relocation Coordinator must document all tenants who want to return to the new building and the status of their tenancy prior to the issuance of an occupancy permit.
	Experience of implementing and applying policy	<p>The City of North Vancouver has approached its policy as having three integrated components: communication with tenants, including advanced notice prior to the granting of a development permit; compensation to all tenants currently living in the building regardless of time of tenure; and relocation assistance provided by a Tenant Relocation Coordinator.</p> <p>The City of North Vancouver has not received any complaints from developers about the policy, and in fact they have found that the developers often go above and beyond the minimum guidelines outlined in the policy. For example, developers may provide increased compensation to tenants based on their length of tenure in the building. Developers have also voluntarily provided additional compensation to assist with moving expenses, often based on unit size.</p> <p>The City of North Vancouver has found that the tight rental market can provide some challenges with</p>

		<p>regard to the relocation component. With an extremely low vacancy rate, it can be difficult to find alternative housing options that meet the policy rent level guidelines of no more than 10% of the CMHC market average (or the tenant's current rent, if it is higher than the market average).</p> <p>The City of North Vancouver attributes its success with this policy to communicating with the development community, to let them know this is a critical part of the rezoning process. Council highly values the impact on tenants when considering rezoning applications, and values tenant experiences expressed at the public hearing. If a developer wants their application to be approved, they know that ensuring tenants are taken care of is important, so they work to ensure they can do this in the best way possible.</p> <p>Tenants, however, may continue to feel that this policy is still not enough, particularly given that it is very difficult to find housing at a comparable rent level. The City of North Vancouver is attempting to address this side of the issue through a variety of policies focused on the supply side (such as density bonusing, and inclusionary zoning).</p> <p>The City of North Vancouver's council is interested in reviewing and enhancing the existing <i>Residential Tenant Displacement Policy</i> to have the policy reflect the standards by which the developers are currently operating.</p> <p>Staff capacity in enforcing the policy is a consideration of the City of North Vancouver, noting that it does take considerable time to collect and review the documents required.</p>
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District of North Vancouver

Jurisdiction & Policy	Element of policy	Details of policy
District of North Vancouver <i>Residential Tenant Relocation Assistance Policy</i> (Approved Nov 2016)	Application of policy	<p>Development applicants (in the case of demolition or redevelopment) are to provide tenants with enhanced notice and assistance to find alternative accommodation</p> <p>Applicable to all rezoning applications that require the demolition of more than four rental units in an existing purpose built residential rental development or in a mixed use building containing more than four residential rental units</p> <p>Voluntary</p>
	Requested documentation	<p>Required to submit the following documents with Development Application:</p> <ul style="list-style-type: none"> • Current Occupancy Summary <ul style="list-style-type: none"> - Number of occupied and vacant units

		<ul style="list-style-type: none"> - Type of tenancy for each tenant (e.g. periodic or fixed term) - Start and end of tenancy for each tenant - Rent for each unit - Number of bedrooms of each unit - Mobility or accessibility features and/or other housing supports required by the tenantb <ul style="list-style-type: none"> • Tenants Assistance Package <ul style="list-style-type: none"> - Extension of the notice period - Additional months of free rent - Assistance with moving expenses - Residency bonus for long time tenants - First right to rent in new building - Any rental discount for returning tenants - Any purchase discount for returning tenants wishing to become owners • Tenant Communications Plan <ul style="list-style-type: none"> - An outline of how tenants will be involved and notified of input opportunities throughout the rezoning and development process - Information on tenant resources, such as those from the Tenant Resource and Advisory Centre, should be made available to tenants - Notifications should be posted in conspicuous places in the building(s) - Applicant to provide to copies of all written correspondence and notifications to tenants and to municipal planning staff • Tenant Relocation Coordinator (submit status report on tenants) <ul style="list-style-type: none"> - Track units found for each tenant - Submit a status report on tenant relocation to planning staff prior to the issuance of a Demolition Permit and also prior to the issuance of an Occupancy Permit
	Notice to tenants	Enhanced notice, prior to Demolition Permit Two months' notice with demolition permit
	Compensation	Three months' rent
	Moving assistance	<p>Tenant Relocation Coordinator</p> <ul style="list-style-type: none"> • Aid tenants in finding up to 3 comparable rental units in the municipality or on the North Shore • They should have regular hours, and hours posted in conspicuous place on site <p>• Recommended max rent for new units should be no more than 10% above current rent (unless agreed to by tenant)</p>
	Right of first refusal	Can be offered and included in Tenant Assistance Package, but no specific guidelines outlined
	Particular conditions	States that "adherence to the policy does not guarantee development approval from Council"

City of New Westminster

Jurisdiction & Policy	Element of policy	Details of policy
City of New Westminster <i>Tenant Relocation Policy</i> (Spring 2016) (Developed 2015)	Application of policy	<p>City Council is also committed to ensuring that tenants impacted by redevelopment and demolition are adequately notified and compensated and provided with assistance in finding new housing</p> <p>When they involve the demolition of 6 or more purpose-built rental units:</p> <p>→Required for Rezoning/Heritage Revitalization</p> <ul style="list-style-type: none"> • The applicant's obligations only arise following Council approval of the Rezoning application or the Heritage Revitalization Agreement. <p>→Voluntary for Development or Demolition Permits</p>
	Requested documentation	<p>In cases of Rezoning applications or Heritage Revitalization Agreements:</p> <ul style="list-style-type: none"> • Tenant Assistance Plan, submitted as part of preliminary report to City's Land Use and Planning Committee • Submit evidence that the Tenant Assistance Plan has been communicated to the tenants, prior to the bylaw being forwarded for First and Second Readings • Demonstrate that the tasks in the Tenant Assistance Plan have been completed, prior to receiving a Demolition Permit <p>Prior to the issuance of a Demolition Permit:</p> <ul style="list-style-type: none"> • provide a signed letter indicating that all of the commitments within the Tenant Assistance Plan have been satisfactorily met, including: notice; compensation; and relocation assistance <p>Tenant Assistance Plan must include:</p> <ul style="list-style-type: none"> • A written commitment to provide at least three months' notice prior to eviction • A written commitment to provide compensation equal to or greater than the equivalent of three-months' • Documentation of the on-site applicable units, including the number of units (by bedroom type), rental rates, and existing vacancy rates • A strategy for assistance tenants in finding appropriate housing • A plan to guide communications between the applicant and the tenants
	Notice to tenants	<p>Three months' notice</p> <p>Plan to guide communications between the applicant and the tenants, including notice of all consultation events related to the application</p>
	Compensation	<p>Compensation equivalent to three months' rent</p>

		<p>Amount does not vary based on demographic or length of residency</p> <ul style="list-style-type: none"> • The City recognizes that some population groups may have more financial and logistical challenges – however, the process for determining which populations groups require more (& how much) is highly subjective. • Furthermore, recording this additional information is time-consuming and challenging for the owner/developer, as some tenants may not feel comfortable in disclosing personal information. • It may also be difficult for the owner/developer to verify the authenticity of the information provided.
	Moving assistance	<p>Yes, property owner must include a strategy for assisting tenants in finding appropriate housing in the Tenant Relocation Plan.</p> <p>There are no particular terms are set out with regard to what appropriate housing looks like, or how many options must be provided to the tenants, or the rent levels of the new housing.</p>
	Experience of implementing and applying policy	<p>The City of New Westminster has not yet applied this policy, since it was established in spring 2016. The policy was developed in consultation with advisory committees at the City, as well as Landlord BC and the Urban Development Institute (UDI).</p> <p>In developing the policy, the City of New Westminster was cautious about not wanted to put forth measures that might be too challenging to satisfy, according to planning staff. For example, there are no particular terms set out with regard to relocating tenants in appropriate housing, as different tenants have different needs, so the City wanted to allow for options as suitable.</p> <p>Although the City of New Westminster put forward a motion at UBCM for the Province to provide for the tenants right of first refusal, the City did not include this in their policy. Planning staff expressed that the only way they could see this being viable would be to allow an increase in density for the redevelopment.</p> <p>The City of New Westminster has placed an emphasis on connecting tenants with tenant advocacy resources, such as the Tenant Survival Guides created by the Tenant Resource and Advisory Centre (TRAC).</p> <p>The City of New Westminster sees their Tenant Relocation Policy as existing alongside other measures to support tenant stability, such as those that promote the creation of new market units like their Secured Market Rental and Family Friendly Housing Policies.</p>

City of Burnaby

Jurisdiction & Policy	Element of policy	Details of policy
City of Burnaby	Application of policy	According to the Director of Planning, the “purpose of a City Tenant Assistance Policy is to provide

<p><i>Tenant Assistance Policy</i></p> <p>(May 2015)</p>		<p>information to applicants and tenants on the City's expectations in this regard, to ensure that a suitable range of resources and considerations are provided for tenants needing to relocate, as part of the City's review and approval of redevelopment applications comprising existing multi-family rental buildings." ^</p> <p>Applies where a development application would involve six or more tenanted dwelling units within a multi-family building, and would include the anticipated demolition of the units, applicants must submit a Tenant Assistance Plan.</p>
	Requested documentation	<p>Tenant Assistance Plan must include:</p> <ul style="list-style-type: none"> • a written commitment to exceed minimum requirements of BC RTA. • Documentation of units, including # and size, rental rates, and existing vacancy rates. • Communications plans with tenants.
	Notice to tenants	<ul style="list-style-type: none"> • Three months' notice • Communications plan with tenants
	Compensation	Minimum of the equivalent of three months' rent
	Moving assistance	Compensation amount (of 3 months' rent) is meant to cover relocation expenses, utility reconnection, relocation costs
	Right of first refusal	<ul style="list-style-type: none"> • An offer to interested tenants to secure any available rental housing unit in the new development, or in an off-site rental housing unit managed by the same applicant; • An offer to interested tenants to purchase an available housing unit in the new development; and • Information on other accommodation options for tenants to re-locate in the same area and/or other areas. <p>No mention of rent levels.</p>
	Experience of implementing and applying policy	<p>For the City of Burnaby, the Tenant Assistance Policy came out of the anticipated Metrotown downtown redevelopment – an effort to increase the density in a neighbourhood consisting of largely three storey walkups. Many tenants had been living there for a long time, and as a result, rents were below market, so the City anticipated the need to support tenants in relocation. The scope of the policy was on improving the compensation, notice, and communication throughout the development process.</p> <p>The policy guidelines were based off the common practices developers were already using in the City of Burnaby. Planning staff noted that what is outlined in the policy is seen as the basic minimum, and as relatively conservative.</p> <p>Since the policy has been in place, the City of Burnaby has noted that developers often go above and beyond the minimum standards outlined in the policy. Some developers have provided additional compensation to tenants based on the number of years they have been living in the building.</p> <p>According to the minutes from the public hearing of one particular redevelopment (Rezoning Reference</p>

		<p>#15-26) by the developer Polygon in September 2016, tenants who have resided on the property for at least 3 years received additional compensation respective of their length of tenancy. Polygon offered:</p> <ul style="list-style-type: none"> o \$600 per year for 3 to 5 years of residency within the building (an additional \$3,000 for a 5-year residency) o \$800 per year for 6 to 10 years of residency within the building (an additional \$8,000 for a 10-year residency) o \$1,000 per year for 11 or more years of residency within the building. <p>In administering and applying the policy, the City of Burnaby staff said they encourage the developer to build the compensation expected into their project budget as soon as possible.</p> <p>On the tenant side, the City of Burnaby staff recognized that tenants who are being displaced from their homes may express distrust about the process, or may have a lot of questions about the process.</p> <p>The staff mentioned that they collapsed moving costs into the general compensation tenants receive for clarity of reporting.</p>
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Tenant protection options for the City of Victoria

	Current (basic RTA)	Moderate protection	Strengthened protection
Notice to tenants	Two months' notice to end tenancy, after issuance of appropriate permits	Encouraged to give advanced notice prior to issuance of appropriate permits; two months' notice when permit issued	Advanced notice when development proponent is in application stage, and consideration of tenant plans in rezoning tenant applications; three months' notice when permit issued
Compensation	Equivalent of one months' rent	Two months' rent	Compensation based on length of tenancy, with no options below three months' rent
Moving assistance (costs)	None	Assistance scheduling a moving truck / company	Covering appropriate moving costs, and arranging moving company, if tenant desires
Moving assistance (relocation assistance)	None	Tenants can request moving assistance (by Tenant Relocation Coordinator provided by developer/ property owner), to assist with finding alternative housing options	Tenant Relocation Coordinator provided by developer/ property owner, to assist tenants with finding a specified number of alternative housing options at a specified rent level (in relation to the tenants' current rent, and/or in relation to market averages), and in same/desired neighbourhoods
Right of first refusal	None	First right of refusal offered, but no measures to limit the cost of purchase/rent of new unit	First right of refusal, with measures to limit the cost of purchase/rent of new unit

Residential rental dwelling condition bylaws

(Standards of Maintenance or Property Maintenance Bylaws)

Victoria's Housing Strategy 2016-2025's identifies the need to review and update the Property Maintenance Bylaw to improve tenant housing quality. Through the MaRRS study, the City of Victoria is seeking to explore how the Property Maintenance Bylaw can be updated to improve protections for renters in aging market rental apartment buildings.

A review of Victoria's current Property Maintenance Bylaw reveals that the bylaw provisions are concerned largely with the exterior of the building and cosmetic aspects of property maintenance, rather than with the internal of the building and dwelling units and with ensuring a safe and habitable living environment. Within the bylaw, there is an absence of particular key terms such as: tenants, health, safety, repair.

The Residential Tenancy Act and property maintenance

The Residential Tenancy Act, which regulates the relationship between landlords and tenants in British Columbia, offers some regulations that relate to property maintenance.

Section 32 concerns "landlord and tenant obligations to repair and maintain" and sets out that. The landlord obligations are as follows:

- (1) A landlord must provide and maintain residential property in a state of decoration and repair that
 - (a) complies with the health, safety and housing standards required by law, and
 - (b) having regard to the age, character and location of the rental unit, makes it suitable for occupation by a tenant.

Section 33 relates to emergency repairs, which means repairs that are:

- (a) urgent,
- (b) necessary for the health or safety of anyone or for the preservation or use of residential property, and
- (c) made for the purpose of repairing
 - (i) major leaks in pipes or the roof,
 - (ii) damaged or blocked water or sewer pipes or plumbing fixtures,
 - (iii) the primary heating system,
 - (iv) damaged or defective locks that give access to a rental unit,
 - (v) the electrical systems, or
 - (vi) in prescribed circumstances, a rental unit or residential property.

How Property Maintenance or Standards of Maintenance Bylaws can protect renters

Municipal property maintenance or standards of maintenance bylaws can allow local governments to require landlords to maintain a good state of repair for residential rental properties (which may include multi-unit buildings, secondary suites, detached houses, and condominiums) which can ensure the health and safety of occupants, as well as neighbours. These bylaws can also be seen as a useful tool to preserve affordable rental housing stock by ensuring upkeep and preventing premature demolition.⁵

Enforcement:

The effectiveness of these bylaws depends on the ability to enforce them, and even if enforced well, they ensure for only the minimum standards.⁶ Enforcement can present a challenge depending on municipal capacity and enforcement resources. Consideration may be given to whether they will be proactively enforced through inspection or be pursued on a complaints basis.

Metro Vancouver's review of "Measures to Promote the Preservation and Renewal of Existing Rental and Development of New Rental," found that when it comes to administering Standards of Maintenance Bylaws, "it can be cumbersome to get landlord compliance and fines are too low to cover municipal costs. Considering additional measures of enforcement including removal of business license, increasing fines can increase effectiveness."⁷

New Westminster, as one example, includes minimum maintenance standards for residential rental units within the *Business Regulations and Licensing (Rental Units) Bylaw*. Maintenance is enforced through the restriction or revocation of the business licence.

The following is a brief review of bylaws and policies that relate to standards of maintenance for residential rental buildings.

⁵ Newton, R. (2009). *Municipal Strategies to Address Homelessness in British Columbia: Knowledge Dissemination and Exchange Activities on Homelessness*. Burnaby: Social Planning and Research Council of British Columbia.

⁶ Canada Mortgage and Housing Corporation (2004). *Strategies to Preserve the Existing Rental Housing Stock in Greater Vancouver*. Ottawa, ON.

⁷ Metro Vancouver. "Measures to Promote the Preservation and Renewal of Existing Rental and Development of New Rental" <http://www.metrovancouver.org/services/regional-planning/PlanningPublications/MeasurestoPromotethePreservationandRenewalofExistingRentalandDevofNewRental.pdf>

Property Maintenance Bylaws in other municipalities

City of Vancouver

Jurisdiction & Policy	Element of policy	Details of policy
City of Vancouver <i>Standards of Maintenance Bylaw and the Rental Standards Database</i>	Context / overview	<p>Standards of Maintenance Bylaw includes, but is not limited to, the following areas:</p> <ul style="list-style-type: none"> • inadequate heat and hot water • pest infestation • malfunctioning smoke alarms • trip hazards on stairs and hallways • leaks in pipes, sinks and roof • broken doors or windows • broken appliances <p>The City of Vancouver has an online Rental Standards Database. The online, searchable database makes available information that the City collects, including the building's owner, any outstanding work orders, or any property bylaw issues (fire safety, building safety, maintenance, and so on).</p>
	Explanation / details	<p>The City of Vancouver has an online Rental Standards Database.</p> <p>The online, searchable database makes available information that the City collects, including the building's owner, any outstanding work orders, or any property bylaw issues (fire safety, building safety, maintenance, and so on).</p> <p>The initiative has two objectives, according to the City of Vancouver:</p> <ol style="list-style-type: none"> 1. To motivate landlords and operates to keep their residential properties in good condition; and 2. To assist renters is making more informed decisions about rental properties in the city.⁸ <p>The initiative helps fulfill Council's commitment, as outlined in the City of Vancouver's Housing and Homelessness Strategy (2012), to provide strong leadership and support to enhance housing stability, including for renters.</p>
	Considerations for Victoria	<p>If the City of Victoria is currently compiling a rental housing database, would there be interest and value in creating a public and searchable database that relates to the condition of these rental properties?</p>

⁸ <http://council.vancouver.ca/20121031/documents/ptec3presentation.pdf>

City of Toronto

Jurisdiction & Policy	Element of policy	Details of policy
City of Toronto <i>By-Law for Apartment Buildings (2017)</i>	Context / overview	<p>To ensure better living standards for tenants, and increase ability to identify and take action against negligent landlords</p> <ul style="list-style-type: none"> • Sets out concrete guidelines covering a range of issues, including maintenance, security, waste management, general cleanliness, essential repairs, and pest control. ^ • Landlords will also be required to keep detailed records of repairs, services, and tenant requests, with the 24-month logs used to ensure adherence to the new regulations ^ • In an effort to ensure effective long-term maintenance, landlords will also be required to have a state of good repair and capital plan, made available to the Municipal Standards and Licensing Committee ^
	Explanation / details	<p>The proposed bylaw sets out management standards for apartment building owners and operators by requiring them to:</p> <ul style="list-style-type: none"> • Register annually with the City. Registration requires owners provide key information regarding their building and pay an annual fee. • Have a process for receiving and tracking tenant service requests. • Conduct regular inspections of the building for cleanliness and the presence of pests. • Take action when pests are detected. • Develop and maintain a number of operational plans related to cleaning, waste management and capital planning. • Use licensed contractors for mechanical systems repairs. • Have a notification board in a central location in the building to communicate key information to tenants. • Retain records relating to the operations of the building. ^
	Enforcement	<ul style="list-style-type: none"> • Bringing greater oversight to landlord activity, the City will also be able to "conduct inspections, issue orders for compliance, take remedial action and take any other enforcement activities," the legislation notes. ^ • Fines, and certain special fines • The bylaw makes it an offence for an owner/operate to rent a unit to a new tenant if there are confirmed property standard order related to the unit ^ • Municipal Standards and Licensing Committee will also be tasked with "conducting routine site visits and pre-audits of all buildings to determine whether the buildings are in compliance with this and all other City by-laws." ^
	Considerations for Victoria	<p>Registration involves the collection of information such as details about the building (year built, materials used in construction, number of units and floors, elevators, parking structures, etc) which could be useful for the City of Victoria's rental housing inventory.</p>



City of New Westminster

Jurisdiction & Policy	Element of policy	Details of policy
City of New Westminster <i>Business Regulations and Licensing (Rental Units) Bylaw</i>	Context / overview	In the City of New Westminster, the minimum maintenance standards for residential rental units is outlined within the <i>Business Regulations and Licensing (Rental Units) Bylaw</i>
	Explanation / details	<p>Requirement of tenant register</p> <p>Licence allowable on conditions that there is:</p> <ol style="list-style-type: none"> 1. Proper tenant screening 2. Ongoing and competent property management by: <ul style="list-style-type: none"> • monitoring conduct of tenants and guests to prevent or abate nuisance behaviour • documenting all infractions of tenancy agreements • swiftly addressing breaches of tenancy agreements • maintaining the physical condition of residential property including the building exterior and interior, lighting, landscaping all in accordance with New Westminster Police Service Crime Prevention Through Environmental Design (CPTED) Report recommendations and City bylaws. <p>Minimum maintenance standards covers the following areas:</p> <ul style="list-style-type: none"> • Pest control • Garbage, debris storage, and disposal • Structural integrity (including but not limited to: roofs, stairs, railings, porches, deck joists, rafters, beams, columns, foundations, floors, walls, and ceilings) • Foundations • Exterior walls • Doors, windows, and ventilation • Roofing • Stairs, balconies, and porches • Basements • Floors • Walls and ceilings • Plumbing and plumbing fixtures • Gas appliances and systems • Heating systems • Electrical systems and lighting • Interior fire and health safety hazards • Laundry facilities • Elevators



		<ul style="list-style-type: none"> • Parking or storage garages • Maintenance of services and utilities • Room sizes and ceiling heights • Food storage and cooking facilities • Sanitary facilities
	Enforcement	Standards of maintenance enforced through business licence

City of North Vancouver

Jurisdiction & Policy	Element of policy	Details of policy
City of North Vancouver <i>Rental Premises Standards of Maintenance and Prevention of Nuisances Bylaw</i>	Context / overview	Operating under a business license for a residential property requires landlord to keep a tenant registry
	Explanation / details	Maintenance Standards (Part 3) -Structural integrity; foundations; exterior walls; exterior doors and windows; roofing; fire escapes, stairs, balconies, porches, and landings; basements; floors; interior walls and ceilings; plumbing and plumbing fixtures; gas appliances and systems; heating systems; electrical system; lighting and ventilation; cooking and refrigeration equipment; interior fire and health safety hazards; elevators; parking or storage garages Part 4 – Lodging Houses (any building containing three or more units separately occupied) -Floor area minimums; facilities per sleeping units;
	Enforcement	Enforced on a complaints basis Offences & Penalties (7) (d) "Any person who neglects or refrains from doing anything required to be done by any provision of this bylaw, commits an offence and upon summary conviction, may be subject to a maximum fine of \$10,000, six (6) months imprisonment, or both." 11. May impose conditions on business licence to require pro-active property management of the property management practices recommended by the North Vancouver Crime Free Multi-Housing Program (CFMH)
	Considerations for Victoria	Does Victoria require a tenant register?

City of Winnipeg

Jurisdiction & Policy	Element of policy	Details of policy
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City of Winnipeg <i>Neighbourhood Liveability Bylaw</i>	Context / overview	Purpose: to develop and maintain safe, orderly, viable and sustainable communities and to promote and maintain the health, safety and welfare of residents Part 1 – applicable to all properties, whether occupied or vacant (except streets and parks)
Jurisdiction & Policy	Element of policy	Details of policy
City of Winnipeg <i>Standards for Maintenance of Residential Properties</i>	Context / overview	Guide for property owners, landlords, and tenants
	Explanation / details	Yards; exteriors and fences; interior conditions; heating and water; basement rooms; insects and rodents; fire pits; vehicles; providing rental accommodations in your home; landlord/tenant concerns (dangled by Residential Tenancies Branch) Animals and Insects; Boulevards; Derelict Vehicles; Fire Burning; Garbage and Litter; Graffiti; Housing; Illegal Dumping; Illegal Temporary Signs; Noise; Posters and Handbills; Roadside Memorials; Smoking; Vacant Buildings Program; Yards

City of Saskatoon

Jurisdiction & Policy	Element of policy	Details of policy
City of Saskatoon <i>The Property Maintenance & Nuisance Abatement Bylaw</i>	Context / overview	States that the purpose of the bylaw includes health, safety, and welfare of people.
	Explanation / details	(6) Dilapidated Buildings – prevent buildings from deteriorating into a state that is dangerous to public health or safety <u>Duty to Maintain</u> Division 3 covers standards for the interiors of buildings • Floors and stairs; walls and ceilings; plumbing, heating, and mechanical standards; ventilation; electrical; light; egress; structural standards; Division 4 – Additional Standards for Dwelling Units • Habitable environment; potable water; heating; sanitary facilities; ventilation; electrical facilities; kitchen facilities; fire safety standards
	Enforcement	The administration and enforcement of this Bylaw is hereby delegated to the General Manager, Fire and Protective Services Department for The City of Saskatoon.

		<ul style="list-style-type: none"> • The Fire and Protective Services use the annual inspection of all residential properties with more than 4 units to ensure the standards of maintenance are being met. Properties are also expected when complaints are made.⁹ <p><u>Details:</u> Inspection – carried out in accordance with section 324 of <i>The Cities Act</i> (Enforcement of City Law)</p> <p>Fine Levels 61 (2) Every person who contravenes any provision of subsection (1) is guilty of an offence and liable on summary conviction: (a) in the case of an individual, to a fine of not more than \$10,000; (b) in the case of a corporation, to a fine of not more than \$25,000; and, (c) in the case of a continuing offence, to a maximum daily fine of not more than \$2,500 per day.</p> <p>61.1 Notwithstanding subsection 61(2), the minimum penalty that may be prescribed on summary conviction shall be: (a) where a person contravenes any provision of this Bylaw for which a Notice of Violation may be issued pursuant to section 61.2: (i) for a first offence, \$250; (ii) for a second offence, \$500; and (iii) for a third or subsequent offence, \$750; and (b) where a person fails to comply with an Order to Remedy Contravention made pursuant to section 54 of this Bylaw: (i) for a first offence, \$500; (ii) for a second offence, \$750; and (iii) for a third or subsequent offence, \$1,000.</p>
	How it can help protect rental stock / tenants	Proactive enforcement (annual inspection with fire inspection) and clear standards to maintain health, safety, and welfare.
	Considerations for Victoria	Enforcement model, under Fire and Protective Services Department conducted alongside fire inspection.

⁹ Community Social Planning Council (2012). *Affordable Housing for BC's Capital Region: Tools for the Future*.

BC Standards of Maintenance model bylaw

The Government of British Columbia provides a template of a municipal Standards of Maintenance Bylaw.¹⁰ The following are excerpts from the model bylaw:

- “Local governments will be able to use this bylaw to ensure that apartment buildings, secondary suites, houses and condominiums that are rented and any other types of rental housing meet minimum standards of comfort and safety.”
- “A standards of maintenance bylaw provides local government with the ability to meet the needs of tenants who live in unsafe and unhealthy accommodation due to poor building maintenance. The province has heard from many tenants who are frustrated by the sub-standard and deteriorating housing conditions in which they find themselves. The 1992 report of the Provincial Commission on Housing Options noted that while the location and extent of poor housing was generally well known to community organizations and local government officials, there was no mechanism to allow local officials to require improvements. Local governments also indicated an interest in using a standards of maintenance bylaw to expand their authority to maintain the affordable housing stock in their community and protect it from premature demolition. The Commissioners concluded that most municipalities would be willing to enact minimum maintenance standards bylaws if they had the authority to do so.”
- Before passing a standards of maintenance bylaw, council may wish to evaluate existing regulations and decide whether the standards of maintenance bylaw can complement other enforcement activities. For example, the Fire Services Act, the Health Act and other bylaw provisions provided by the Municipal Act (such as Section 932, Nuisances and Disturbances) provide other opportunities to regulate specific aspects of rental accommodation.
- Responsibility for administration: The model bylaw assumes that the building inspector will administer the bylaw.
 - It is suggested that a procedures manual be prepared which addresses such issues as the service of notice. These procedures could be adopted as policies of council but not be incorporated into the actual bylaw itself.
- Penalties and enforcement:
 - Municipalities will want to consider the utility of the methods they currently use to enforce bylaws and the resources they have available in order to determine which tools will work best.
 - The Offence Act (involves prosecution in court; max penalty \$2000)
 - Municipal tickets – by implementing a Municipal Ticket Authorization Bylaw

¹⁰ http://www.housing.gov.bc.ca/pub/htmldocs/pub_guide.htm

- Licence Remedies – if the property owner has a business licence to rent accommodation, can suspend (or potential revoke) licence (under sec 513 of the Municipal Act)
 - Notice on Title – council may file notice in land titles office against the title of a property that does not comply
- Bylaw Contravention Notice
 - “Section 735 of the Municipal Act enables local government, by bylaw, to bring a building up to a standard specified in a bylaw where the building contravenes a bylaw. If this part of the Act is being used, the council must provide 30 days written notice to the owner, tenant or occupier of the real property. The owner, tenant or occupier of the real property have 10 days to make an appeal which would be heard in court where an order will be made.”
- Appeal process
 - Decide whether or not there should be a process for landlords or property owners to appeal a notice to comply with the bylaw. Options which may be included in the appeal process, like whether the process should :
 - consist of an appeal to Council;
 - consist of a set of maximum time frames in which the appeal will be considered (i.e. ... if submitted within 15 days of the serving of the Notice to Comply.);
 - include a list of reasons that may be considered valid for the appeal (i.e. the required works would exceed the standards of maintenance bylaw);
 - include a process for dismissing an appeal.
- Allowable Standards:
 - “The legislation is clear that a standards of maintenance bylaw can not set standards that exceed those in the current British Columbia Building Code. Municipalities have the ability to exceed the British Columbia Building Code when they adopt building standards bylaws; however, in the case of a standards of maintenance bylaw, the provincial standards apply.”

Analysis and recommendations for next steps

Creating a Tenant Protection Policy is valuable even if it is voluntary and not legally enforceable in all cases.

According to several municipalities in BC, even prior to the establishment of the policies, developers had often been voluntarily offering tenants enhanced notice, compensation, relocation assistance, and other measures. The established policies outline the basic minimum standards, and developers often voluntarily go above and beyond the stated provisions. A Tenant Protection Policy can offer guidelines and templates that outline best practices and facilitate property owners and developers to consider and care for the housing needs of tenants with ease. There are some cases where the City of Victoria would have broader authority to consider tenant protection measures, such as in the case of rezoning permits, as loss of housing and resulting tenant displacements are concerns in the public interest.

Updating the Property Maintenance Bylaw to include provisions that relate to health and safety for occupants can both contribute to enhanced protections for tenants as well as strengthen the opportunity to preserve existing rental stock in a good state of repair.

Many municipals in BC and beyond have developed some type of property maintenance bylaws that concern the health and safety of occupants, some noting the particular cases of tenancy in various types of rental buildings. The particulars and details of the regulations within may vary in terms of content and specificity. Additionally, inspection and enforcement models may vary. However, the existence of standards of maintenance that relate to housing quality for occupants, including tenants, can play a crucial role in the protection of both tenants and rental housing.

There may be opportunities within the existing legislative framework, through the Community Charter, that provide for municipal authority to enforce both tenant protection policies as well as property maintenance standards.

This approach will require further legal analysis in order to determine the feasibility of potential levers. The Community Charter gives municipalities the authority to enact regulations around building and land, as well as businesses. Examples do exist of regulating property maintenance standards through business licencing (see example of New Westminster, within this report). It may be possible to develop business regulations that relate to both to standards of Property Maintenance as well as business regulations that specifically consider tenant protections in the case of renovations or other activities that might result in terminating tenancy.

There may be a role for municipal advocacy and support within the existing Residential Tenancy Act framework.

The Residential Tenancy Act is the existing legal framework that regulates tenancies in BC. There may be questions as to its efficacy in protecting tenants in all cases. However, in some cases, tenant housing instability and displacement may result simply from the lack of awareness of the existing regulations, or the tenants' limited time or resources to pursue their rights as granted by the RTA. In these cases,

rather than creating new municipal policies, regulations, or bylaws, which can be resource-intensive to develop and enforce, a more effective use of resources may be in supporting tenants in navigating the existing regulatory framework. The City of New Westminster, for example, places an emphasis on providing tenant resources and information to tenants. The City of Victoria may consider dedicating resources to tenant advocacy and support, whether it is funding an existing tenant advocacy group or developing an advocacy role within the City itself.

Appendix A: Details of provincial policies

British Columbia

Jurisdiction & Policy	Element of policy	Details of policy
British Columbia <i>Residential Tenancy Act</i> ^	Notice to tenants	Landlord may give notice to end tenancy for reasons of landlord's use of property, including selling property, demolish, renovate, convert to strata (section 49). In this case, landlord must give two months' notice or end tenancy at the end of a fixed term. ^
	Compensation	<p>When a landlord ends a tenancy in accordance with section 49, the landlord must give the tenant the equivalent of one month's rent on or before the effective date of the landlord's notice. This is true even if the tenant pays rent for the last month. (Section 51, (1)) ^</p> <p>The tenant must pay the rent for all or any part of the time they stay during the notice period; though, they may choose to keep the last month's rent in lieu of compensation. ^</p> <p>If the tenant has already paid the last month's rent and chooses to give 10 days' written notice to leave before the effective date of the notice, the landlord must pay the tenant a pro-rated amount in addition to the required compensation equal to one-month's rent. The pro-rated amount is calculated on a daily basis. ^</p> <p>Additional compensation: If the rental unit isn't used for the reasons given in the notice within a reasonable period of time, the tenant may apply for dispute resolution and request compensation equal to two months' rent. At the hearing, the landlord should be prepared to show that the rental unit was used for the reasons given in the notice. ^</p>
	Moving Assistance	
	Right of First Refusal	
	Conditions	<p>Landlord can end tenancy for landlord's use of property. Section 49,</p> <p>(5) A landlord may end a tenancy in respect of a rental unit if</p> <ul style="list-style-type: none"> (a) the landlord enters into an agreement in good faith to sell the rental unit, (b) all the conditions on which the sale depends have been satisfied, and (c) the purchaser asks the landlord, in writing, to give notice to end the tenancy on one of the following grounds: <ul style="list-style-type: none"> (i) the purchaser is an individual and the purchaser, or a close family member of the purchaser, intends in good faith to occupy the rental unit; (ii) the purchaser is a family corporation and a person owning voting shares in the corporation, or a close family member of that person, intends in good faith to occupy the rental unit. <p>(6) A landlord may end a tenancy in respect of a rental unit if the landlord has all the necessary permits and approvals required by law, and intends in good faith, to do any of the following:</p>

		<p>(a) demolish the rental unit;</p> <p>(b) renovate or repair the rental unit in a manner that requires the rental unit to be vacant;</p> <p>(c) convert the residential property to strata lots under the Strata Property Act;</p> <p>(d) convert the residential property into a not for profit housing cooperative under the Cooperative Association Act;</p> <p>(e) convert the rental unit for use by a caretaker, manager or superintendent of the residential property;</p> <p>(f) convert the rental unit to a non-residential use.</p> <p>While the RTA itself does not specify this, the BC Residential Tenancy Branch’s website directs that: “When possible, renovations should be done without evicting the tenant. For example, if the renovations require the unit to be vacant for a short period, the tenant could be relocated and later return to the unit at the same rent.” ^</p> <p>“Good faith requirement</p> <p>Good faith is an abstract and intangible quality that encompasses an honest intention, the absence of malice and no ulterior motive to defraud or seek an unconscionable advantage. A claim of good faith requires honesty of intention with no ulterior motive. The landlord must honestly intend to use the rental unit for the purposes stated on the Notice to End the Tenancy. This might be documented through:</p> <ul style="list-style-type: none"> • a Notice to End Tenancy at another rental unit; • an agreement for sale and the purchaser’s written request for the seller to issue a Notice to End Tenancy; <p>or</p> <ul style="list-style-type: none"> • a local government document allowing a change to the rental unit (e.g., building permit) and a contract for the work.”¹¹
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¹¹ Government of British Columbia (2012). Residential Tenancy Policy Guideline. Good Faith Requirement when Ending a Tenancy.

Alberta

Jurisdiction & Policy	Element of policy	Details of policy
Alberta <i>Residential Tenancies Act</i>	Notice to tenants	<p>Depends on type of tenancy agreement and reason for ending tenancy.</p> <p>Periodic tenancy: If a landlord intends to do major renovations that require the rental premises to be vacant or the landlord intends to convert the premises to a condo unit, the landlord must give the tenant one year's notice to terminate the periodic tenancy, and no rental increases are allowed during that year. (Major renovations do not include painting, replacing floor coverings, or routine maintenance.)[^]</p> <p>Monthly tenancy: The landlord must give 3 months of notice. [^]</p>
	Compensation	
	Moving Assistance	
	Right of First Refusal	
	Conditions	

Saskatchewan

Jurisdiction & Policy	Element of policy	Details of policy
Saskatchewan <i>Residential Tenancies Act</i>	Notice to tenants	<p>Landlord's notice: landlord's use of property (section 60)</p> <p>Two months' notice [^]</p>
	Compensation	<p>Compensation only when unit has not been used for stated purpose within a reasonable period of time</p> <p>Tenant's compensation: section 60 notice</p> <p>62 A tenant may apply for an order pursuant to section 70 for compensation from the landlord, or the purchaser, as applicable pursuant to section 60, for compensation for the tenant's losses resulting from both of the following circumstances:</p> <p>(a) the landlord has given the tenant notice to end a tenancy pursuant to section 60; and</p> <p>(b) either:</p> <p>(i) steps have not been taken to accomplish the purpose for ending the tenancy stated in the notice pursuant to section 60 within a reasonable period after the effective date of the notice; or</p> <p>(ii) the rental unit is not used for the purpose stated in the notice for at</p>

		least six months beginning within a reasonable period after the effective date of the notice. [△]
	Moving Assistance	
	Right of First Refusal	
	Conditions	Landlord may end a tenancy if selling, demolishing, renovating, converting the unit. Must have appropriate permits and approvals in place before giving notice. (section 60) [△]

Manitoba

Jurisdiction & Policy	Element of policy	Details of policy
Manitoba – (Provincial) Residential Tenancies Branch (Fact sheet – Giving Notice: Land's Own Use, Demolition, Renovation or Change of Use)	Notice to tenants	<p>Dependent on vacancy rate, tenancy agreement type, or if tenants have children who go to school</p> <p>If the vacancy rate is:</p> <ul style="list-style-type: none"> • less than 2.0 per cent, a landlord must give the tenant five months' notice to move • between 2.0 and 2.9 per cent, the landlord must give four months' notice • at 3.0 per cent or more, the landlord must give three months' notice <p>If it's a fixed-term tenancy (ex: a one-year lease), the notice must be given three to five months before the lease ends, depending on the current vacancy rate. For example, if the vacancy rate is 1.8 per cent and the tenant's lease ends on June 30, the landlord would need to give five months' notice on or before January 31.</p> <p>If tenants have children who go to a school near the rental unit, they can stay in the rental unit until the school year is over. For example, if vacancy rate is 1.8 per cent and the lease ends on April 30, the landlord would give the tenant notice to end the tenancy by November 30. The tenant would not have to leave until June 30.</p>
	Compensation	Landlord to pay for tenants' moving costs, up to \$500.
	Moving Assistance	Landlord to pay for tenants' moving costs, up to \$500.
	Right of First Refusal	The right of first refusal belongs to any tenants who get a notice of termination (to move out) because of renovations . This means that when landlords end tenancy agreements because they plan to renovate a unit, the tenants have the right to rent the unit after the work is done. Before moving out, the tenants must tell the landlords, in writing, that they want to have the right to move back into the unit . If the renovations allow the landlord to increase the rent, the tenant can rent the apartment, but must pay the new rent .
	Conditions	

Ontario

Jurisdiction & Policy	Element of policy	Details of policy
Ontario <i>Residential Tenancies Act</i> recently amended through the <i>Rental Fairness Act (2017)</i> to offer stronger protections to tenants in a variety of buildings	Notice to tenants	Notice, demolition, conversion or repairs (Section 50) (1) A landlord may give notice of termination of a tenancy if the landlord requires possession of the rental unit in order to, (a) demolish it; (b) convert it to use for a purpose other than residential premises; or (c) do repairs or renovations to it that are so extensive that they require a building permit and vacant possession of the rental unit. 2006, c. 17, s. 50 (1). (2) The date for termination specified in the notice shall be at least 120 days after the notice is given and shall be the day a period of the tenancy ends or, where the tenancy is for a fixed term, the end of the term. 2006, c. 17, s. 50 (2).
	Compensation	<ul style="list-style-type: none"> Requires landlord to provide increased compensation (equivalent of three months' rent) for tenants evicted due to renovation, demolition, conversion compared to compensation for eviction due to landlord/family use (equivalent of one months' rent). Condition: applies to buildings with 5 or more rental units Landlord can also offer the tenant another rental unit acceptable to the tenant in lieu of compensation. No eviction before compensation.
	Moving Assistance	
	Right of First Refusal	<ul style="list-style-type: none"> Right of first refusal offered to tenants in case of repair or renovation Tenant must provide landlord with written notice before vacating the unit Rent control measure: Landlord may charge no more for rent than what would have been lawfully charged if there had been no interruption in tenancy
	Conditions	The province's regulatory framework has involved a <i>Condominium Act, 1998</i> which offers different provisions based on the type and age of building. The <i>Rental Fairness Act</i> attempts to offer stronger and more consistent protection for tenants of all types of buildings.

Quebec

Jurisdiction & Policy	Element of policy	Details of policy
Quebec <i>Civil Code of</i>	Notice to tenants	To divide, enlarge, or substantially change nature of dwelling: <ul style="list-style-type: none"> fixed term lease: 6 months' notice before expiry date of lease, or 1 month notice within the six month period undetermined term: 6 months' notice



Quebec		<p>Notice must state reason for eviction and date of eviction</p> <p>Tenant can object to this division/enlargement (see conditions column).</p>
	Compensation	Landlord pay equivalent of three months' rent, plus reasonable moving expenses (Tenant can apply to court to change amount if they believe they warrant more)
	Moving Assistance	Landlord must pay reasonable moving expenses
	Right of First Refusal	
	Conditions	<p>The landlord can evict tenant to:</p> <ul style="list-style-type: none"> • divide, enlarge, or substantially change nature of dwelling <p>The tenant can apply to the court to refuse the division or enlargement within a period of one month. If the tenant does not file an application, he is assumed to have consented to the division, enlargement or change of destination. When an objection is raised by a tenant, the burden of proof is on the landlord to demonstrate that he has a valid reason for dividing, enlarging or changing the type of dwelling and that he can legally do so (article 1966 Civil Code of Quebec).</p>



Corporation of the City of Victoria
Engineering Department, Land Development Section

TENANT PLAN – STRATA TITLING

Application No. _____

☐ Preliminary Application ☐ Final Application

APPLICANT'S NAME (PRINT)	ADDRESS	PHONE # / FAX #
PROJECT ADDRESS	# EXISTING UNITS RENTED _____, OWNER OCCUPIED _____, VACANT _____	
# NEW UNITS IN PROJECT	# TOTAL PROPOSED STRATA UNITS	

EXPLAIN NATURE OF PROJECT AND REASON FOR STRATA TITLING:

EXPLAIN TYPES OF ASSISTANCE / OFFERED TO TENANTS:

<input type="checkbox"/> - Fixed Term Tenancy -
<input type="checkbox"/> - Option to Purchase -
<input type="checkbox"/> - Rental Assistance -
<input type="checkbox"/> - Alternative Rental -
<input type="checkbox"/> - Other -

TENANT INFORMATION (Please Print)

TENANT'S SIGNATURE	PHONE #	UNIT #	DATE ACCEPTED	DATE COMPLETED

NOTE: If the above space is insufficient use back of form.

APPLICANT'S CERTIFICATION

<p>I, _____ confirm that the information contained in this form is correct to the best of my knowledge and certify to the City of Victoria that I will provide the tenant (s) with the assistance as accepted by the tenant as outlined on this TENANT PLAN.</p> <p>Applicant's Signature (Confirming Offer Accepted) _____ Date _____</p> <p>Applicant's Signature (Confirming Offer Completed) _____ Date _____</p>

NOTE: THIS TENANT PLAN CAN BE MADE AVAILABLE IN OTHER LANGUAGES UPON REQUEST.

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Revised March 2004



Development Applications Involving Tenant Relocation – Application Form

This form must be submitted with your rezoning or development application.

- | | |
|----------------|---|
| Step 1: | 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: | Complete Section 1 – Declaration of Tenant Impact and determine the requirements of your application |
| Step 3: | Complete application requirements |
| Step 4: | Save and return the completed form to City Staff for Feedback by email to housing@vancouver.ca |

Background: Rights and Responsibilities of Landlord and Tenants

The rights and responsibilities of landlords and tenants is regulated by the Province and is set out in **the Residential Tenancy Act**:

http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/00_02078_01

For more information, about the City's rental housing protection policies, please refer to the following documents:

Rental Housing Stock ODP: <http://vancouver.ca/files/cov/rate-of-change.pdf>

Tenant Relocation and Protection Policy: <http://vancouver.ca/files/cov/tenant-relocation-and-protection-policy.pdf>

Tenant Relocation and Protection Guidelines: <http://vancouver.ca/files/cov/tenant-relocation-and-protection-guidelines.pdf>

[Applicant Checklist for Projects Involving Tenant Relocation](#)

- [Rezoning Applications: http://vancouver.ca/files/cov/applicant-checklist-tenant-relocation-rezoning-process-2016.pdf](http://vancouver.ca/files/cov/applicant-checklist-tenant-relocation-rezoning-process-2016.pdf)
- [Development Permit Applications \(No Rezoning\): http://vancouver.ca/files/cov/applicant-checklist-tenant-relocation-development-permit-process-2016.pdf](http://vancouver.ca/files/cov/applicant-checklist-tenant-relocation-development-permit-process-2016.pdf)



Owners of **SRA designated properties** should refer to the SRA Bylaw for development and tenant protection requirements relevant to the SRA stock. [Learn more at http://vancouver.ca/srabylaw](http://vancouver.ca/srabylaw)

Section 1: Declaration of Tenant Impact

Indicate how the work you are proposing will impact tenants.

Tenant Impact		Application Requirements
Work will require permanent relocation of Tenant(s)	<input type="checkbox"/> Y <input type="checkbox"/> N	If Yes, complete Sections 2 and 3
Work can be completed without requiring tenant relocation or displacement.	<input type="checkbox"/> Y <input type="checkbox"/> N	If Yes, complete Section 2 and submit a notarized Tenant Impact Statement confirming that no tenants will be displaced as a result of the proposed work.

Section 2: Rental Statistics

A. Proposed Project Statistics

Date:		Applicant:		Owner:	
Phone:		Email:			
Building#:		Street:		City:	Postal Code:
Legal description of site:					
Proposed Permit # or Type:					
Current Zoning:		Proposed Zoning:			
Proposed Project (Describe):					

Does the proposed project have new or replacement rental units?	<input type="checkbox"/> Y <input type="checkbox"/> N
Is this a proposed renovation of existing rental unit(s)?	<input type="checkbox"/> Y <input type="checkbox"/> N
If No to both, please skip to section C: Existing Rental Units	

B. Proposed new or renovated rental units:

Unit Type	Number	Average Size	Size Range	Initial Average Rents	Initial Rent Range
Studio	[]	[]	[]	[]	[]
1 bed	[]	[]	[]	[]	[]

Unit Type	Number	Average Size	Size Range	Initial Average Rents	Initial Rent Range
2 bed	[]	[]	[]	[]	[]
3 bed	[]	[]	[]	[]	[]
Other:	[]	[]	[]	[]	[]
Total	[]				

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C. Existing Rental Units:

Unit Type	Total Number	Number Currently Occupied
Studio	[]	[]
1 bed	[]	[]
2 bed	[]	[]
3 bed	[]	[]
Other e.g. 4 bed+, housekeeping or sleeping units:	[]	[]
Total	[]	[]

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D. Existing Tenants

Please provide a rent roll of **all** existing tenants on site and supplementary information on any tenants with special circumstances (e.g. disabilities, seniors, etc...)

Name	Phone/Email	Unit#	Initial Move-In Date	Bedroom Type	Size of Unit	Existing Rent	Describe any Special Circumstances	For staff completion:	
								Eligible for Tenant Relocation Plan*	
								<input type="checkbox"/> Y	<input type="checkbox"/> N
								<input type="checkbox"/> Y	<input type="checkbox"/> N
								<input type="checkbox"/> Y	<input type="checkbox"/> N
								<input type="checkbox"/> Y	<input type="checkbox"/> N
								<input type="checkbox"/> Y	<input type="checkbox"/> N
								<input type="checkbox"/> Y	<input type="checkbox"/> N
								<input type="checkbox"/> Y	<input type="checkbox"/> N
								<input type="checkbox"/> Y	<input type="checkbox"/> N

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***Note to Staff:** A tenant is eligible for a Tenant Relocation Plan if they have been on site for at least 1 year prior to the date the rezoning or development permit application is submitted.

Section 3: Tenant Relocation Plan

Please complete the “Draft TRP Details” column in the following chart. The notes in the shaded column correspond to the expectations under the City’s rental housing protection policies and indicate both minimum requirements and typical scenarios encountered. Staff will assess the proposed Tenant Relocation Plan and provide comments during the application phase.

Insert New Column

Relocation Plan Components	Draft TRP Details (to be completed with Rezoning or DE application submission)	City Staff Comments (to be completed during Application Review)	FINAL/REVISED TRP
	Date:	Date:	Date:
<p>Describe existing project compared to new project</p> <p>Compensation Per Unit</p> <ul style="list-style-type: none"> • 2 months’ rent – tenancies up to 5 years • 3 months’ rent – tenancies between 5 – 10 years • 4 months’ rent – tenancies over 10 years • 6 months’ rent for tenancies over 20 years <p><i>Compensation may take the form of free rent, lump sum, or combination of both, and should be issued the tenant(s) listed in the tenancy agreement.</i></p>	<ul style="list-style-type: none"> • Existing units vs. new units • Existing rents vs. new rents • Existing unit mix vs. new unit mix 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

Relocation Plan Components	Draft TRP Details (to be completed with Rezoning or DE application submission)	City Staff Comments (to be completed during Application Review)	FINAL/REVISED TRP
	Date:	Date:	Date:
	•	•	•
Moving Expenses <ul style="list-style-type: none"> An insured moving company may be hired by the applicant, with all arrangements and costs covered; or A flat rate of \$750 for bachelor and 1-bed; and \$1,000 for 2 or more bed units 	•	•	•

Notification

- A minimum of two months' notice to end tenancy must be provided once all permits are issued (eg all development, building, and demolition permits).
- A longer time frame may be offered.

Relocation Plan Components	Draft TRP Details (to be completed with Rezoning or DE application submission)	City Staff Comments (to be completed during Application Review)	FINAL/REVISED TRP
	Date:	Date:	Date:
<p>Assistance in Finding Alternate Accommodation</p> <ul style="list-style-type: none"> Three options in Vancouver must be provided to the tenants, one of which must be in the same general area as their current home. Note for projects in the West End, <u>two</u> options should be provided in the same general area as their current home. All options must rent for no more than <u>CMHC average rents*</u> for the area unless otherwise agree to with the tenant (i.e. tenant may be looking for newer, bigger unit etc. and able to pay more for such). <p><i>*See Tenant Relocation Plan Applicants' Checklist for listing of CMHC average area rents</i></p>	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

Relocation Plan Components	Draft TRP Details (to be completed with Rezoning or DE application submission)	City Staff Comments (to be completed during Application Review)	FINAL/REVISED TRP
	Date:	Date:	Date:
First Right of Refusal <ul style="list-style-type: none"> Where starting rents are anticipated to be higher than what the tenant currently pays, provide a 20% discount off starting rents for any returning tenants <p>Note: Right of First Refusal applies to projects where one-for-one replacement is required under the Rental Housing Stock ODP or if the project is proposing new secured market rental (e.g. Rental 100) . For projects proposing new or replacement social housing, tenants are to be offered Right of First Refusal provided they meet eligibility requirements.</p>	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

Relocation Plan Components	Draft TRP Details (to be completed with Rezoning or DE application submission)	City Staff Comments (to be completed during Application Review)	FINAL/REVISED TRP
	Date:	Date:	Date:
Additional Support for Special Circumstances <ul style="list-style-type: none"> Describe any additional support or compensation to be provided to tenants with special circumstances (e.g. seniors, persons with disabilities, low income, etc...) Examples of support can include: <ul style="list-style-type: none"> Hiring a relocation consultant Additional compensation Identifying at least one alternate accommodation option within 10% of the tenant's current rent Where a Building Manager is paying reduced rent in exchange for services, consider compensation at the same monthly rate as for a similar sized unit. 	•	•	•

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FOR OFFICE USE ONLY:

Staff Comments:	
Final Tenant Relocation Plan Approval Date:	
Approved by:	