Halton Community Housing Corporation
Housing Services Division
Social & Community Services
1151 Bronte Road
Oakville ON L6M 3L1

Policy Name: Internal Transfer

Policy Category: Legislated

Purpose

The Internal Transfer Policy outlines specifications and guidelines for internal transfers within properties owned and operated by the Halton Community Housing Corporation (HCHC).

Scope

This policy applies only to current tenants and occupants of properties owned and operated by HCHC.

The internal transfer application is only for the transfer of rent-geared-to-income assistance households within HCHC's portfolio and does not apply to transfers to other housing providers. Non-rent-geared-to-income or reduced rent households that wish to transfer units should speak to their Tenant Services Advisor.

Standards and Values

The *Housing Services Act* requires that housing providers establish an internal transfer policy for households that receive rent-geared-to-income assistance.

Priority will be given to households that are:

- Approved under the Special Priority Policy (SPP) for victims of domestic abuse and survivors of human trafficking
- Terminally ill applicants (medical documentation required)
- Households that are deemed to be over housed (rent-geared-to-income assistance only)

Definitions

Occupant: A person listed as a declared occupant under a lease signed with HCHC.

Over housed: A term used to describe a household that changes composition resulting in fewer bedrooms being required as prescribed by the *Housing Services Act*.

Rent-geared-to-income (RGI): Rent that has been reduced through a subsidy that is calculated based on guidelines outlined in the *Housing Services Act*.

Reduced Rent Program: Rent offered at reduced rates, based on eligibility criteria such as income level or household need.

Special Priority Policy (SPP): A policy that allows applicants to move ahead of all other applicants on the Halton Access to Community Housing (HATCH) centralized community housing waiting list and HCHC internal transfer list (for HCHC tenants only).

Staff: Employees of Halton Region.

Tenant: A person who has a signed lease with HCHC.

Terminally Ill Tenant: An applicant who has less than two years to live as a direct result of a terminal illness as confirmed by a licensed Canadian physician.

Under housed: A term used to describe a household that changes composition resulting in additional bedrooms being required as defined by the Service Manager occupancy standards.

Policy Details
HCHC maintains its own internal transfer list. Approved applications will be offered internal transfer in the following priority order:

1. **Special Priority (SPP):**
    - Households that apply for an internal transfer and request legislated special priority are referred to the HATCH community housing waitlist for assessment. If approved by HATCH for SPP status, HCHC will grant priority for internal transfer.

2. **Terminally Ill:**
    - Households that apply for an internal transfer because they are terminally ill are referred to HATCH for assessment. If approved by HATCH for terminally ill status, HCHC will grant priority for internal transfer.

3. **Over housed (rent-geared-to-income only):**
    - Households that have more bedrooms than they are eligible for will be contacted by housing services staff to provide details about the requirement to transfer to an appropriate-sized unit.

4. **All other categories (regular priority):**
    - HCHC will consider internal transfer applications for other reasons in limited circumstances, and on a case-by-case basis. HCHC will not approve requests based on location or unit preference or neighbour disputes.
    - Under housed applicants must meet occupancy standards for the type of unit being requested as outlined in Community Housing Program Directive No. 3 (one bedroom for every two people).
    - Support services or wheelchair accessible units may be applied for by HCHC: tenants who wish to apply through HATCH to be placed on the waitlist. Tenants may also complete a Tenant Request for Accommodation form and submit it to HCHC.

Criteria for regular priority applicants:

Tenants who want to apply for an internal transfer under regular priority must complete the HCHC Internal Transfer Form, available on halton.ca/hchc or by calling 311 or 905-825-6000. Tenants are encouraged to also complete a HATCH application for the chronological waitlist, as HCHC will approve internal transfers on a limited basis.

To apply for an internal transfer under regular priority, a household must have lived in the unit for at least one year and be in good standing.
A household is in good standing if:

- It has not been issued an eviction notice within the last six months
- There are no arrears of any type owed to HCHC
- Rent has been paid on time for the last six months;
- There is no history of damage to the unit or other social concerns (i.e., disturbing neighbours, harassing staff).

HCHC may make an exception for extenuating circumstances to any regular priority requests, at its sole discretion.

Applications that would result in splitting a tenancy will not be approved (i.e., splitting one household into two households).

Review Process
Internal transfer applications will be regularly reviewed by HCHC and when they are received. Applicants will receive a decision in writing advising if their application is approved within six to eight weeks.

Approved applicants will receive one offer of housing from the first available unit on the list of properties they selected.

Applicants will be removed from the internal transfer list if they decline one offer of internal transfer (as required by provincial legislation). There may be additional implications to rent-geared-to-income subsidy eligibility for over housed households that decline an offer of housing.

Offers are subject to wait times. There is no standard time frame for when an offer of housing will be made. Applicants are encouraged to select multiple locations.

The internal transfer process applies only to units operated by HCHC.

Note: Halton Region funds 25 additional non-profit and co-operative housing providers across Halton Region that provide rent-geared-to-income subsidized housing units. These properties are not part of HCHC. Tenants must apply directly to HATCH to be placed on the chronological waitlist for any property not owned by HCHC.

Related Policies and Resources	Visitor and Guest Accommodation Requests Community Housing Program Directive No. 3 Occupancy Standards
Related Legislation	*Housing Services Act*, 2011 *Residential Tenancies Act, 2006*

HCHC policies can be found online at halton.ca/hchc