


HALTON COMMUNITY HOUSING CORPORATION		
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1.0 Purpose

The purpose of the Internal Transfer Policy is to provide specifications and guidelines regarding internal transfers within the housing portfolio directly managed by the Halton Community Housing Corporation (HCHC). The specifications and guidelines operate as policy standards that enable staff responsible for tenant placement to implement approved and required internal transfers as part of the standard resident selection procedure. This pertains to three categories, outlined in this policy. The policy also identifies procedures for internal transfer requests that are not within one of these three categories.

2.0 Prescribed requirements and categories


O. Reg. 339/01, s. 11 prescribes that every housing provider under the Social Housing Reform Act shall establish policies and procedures for internal transfers. These policies and procedures must include the following:

2.1 *Internal transfer requests related to claims of domestic abuse*

- A requests from a tenant to be added to the internal transfer list as a Victim of Domestic Abuse must be forwarded to the local Access Centre (HATCH) for review.
- When deemed eligible to be included in this category (referred to as Special Priority Policy category or SPP category), HCHC must rank these eligible Internal Transfer residents on the internal transfer list above all other non-SPP applicants on that list.

2.2 *Overhoused resident households*

- If it is assessed that a resident household in receipt of rent-geared-to-income (RGI) assistance occupies a unit that is larger than the unit size they are eligible for (as per local occupancy standards – see Table under section 6 of this policy), the resident household is overhoused and must receive notice to that effect from HCHC. The notice must include a statement that the household must move to a unit of the appropriate size in order to continue to be eligible for RGI assistance.
- If the HCHC housing portfolio includes units that are of the appropriate size, the notice must indicate that the resident household will have to be added to the internal transfer list with at least one building choice with units of the appropriate size. The household will be ranked after all SPP applicants on that list (or those lists) and will be ranked before all other internal transfer applicants.
- If the resident household has not been transferred to a unit of the appropriate size within one year, the file will be forwarded to HATCH (through a dedicated HATCH form) with the intent to have the household added to the HATCH waiting list. HATCH will communicate the ensuing steps with the resident household and HCHC staff. Failure to cooperate with this process will

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lead to cessation of RGI assistance. The ranking date on the HATCH waiting list is the date the resident household originally applied for RGI assisted housing in Halton Region. The household may continue to remain active on the Internal Transfer list after the one year period has elapsed.


- If upon determination of the overhoused status the applicant does not want to transfer to any of the HCHC buildings with one or more units of the appropriate size, the resident must be advised that the file will be forwarded to HATCH (through a dedicated HATCH form) with the intent to have the household added to the HATCH waiting list. HATCH will communicate the ensuing steps with the resident household and HCHC staff. Failure to cooperate with this process will lead to cessation of RGI assistance. The ranking date on the HATCH waiting list is the date the resident household originally applied for RGI assisted housing in Halton Region.
- If the HCHC portfolio does not include units of the appropriate size, the notice must indicate that the file will be forwarded to HATCH (through a dedicated HATCH form) with the intent to have the household added to the HATCH waiting list. HATCH will communicate the ensuing steps with the resident household and HCHC staff. Failure to cooperate with this process will lead to cessation of RGI assistance. The ranking date on the HATCH waiting list is the date the resident household originally applied for RGI assisted housing in Halton Region.
- A household that has been determined to be overhoused ceases to be eligible for RGI assistance if they refuse three offers of an appropriate unit or request their household be removed from the Internal Transfer List and/or the centralized waiting list.
- An overhoused household will not be required to relocate if they confirm in writing their intent to remain in their existing unit, paying the market rent established for that unit.

3.0 Other categories

HCHC has the discretion to create one or more categories within its internal transfer policy. For the purpose of this policy the following additional categories are defined:

3.1 *Underhoused residents*

- The HCHC property management guidelines regarding bedroom occupancy are as follows:
 - It would be most appropriate that no bedroom is occupied by more than two household members
 - HCHC will deem a household underhoused if a bedroom is occupied by two household members of the opposite sex (not being the spouses of the household) whereby the oldest bedroom occupant has reached the age of 12 years and the age difference between the two bedroom occupants is 5 years or more.
 - A household is not underhoused if a bedroom is occupied by two household members regardless of gender if both bedroom occupants are younger than 12 years of age.

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- Subject to approval by the property manager who is responsible for the building in question, a resident household may submit a request in writing to be added to the internal transfer list as an underhoused resident household.
- Underhoused resident households are ranked on the Internal Transfer list after SPP and overhoused households.

3.2 Internal transfer requests for other reasons

For the purpose of this policy, the HCHC property management guideline is to limit internal transfers for other reasons as much as possible, but still provide resident households with an opportunity to submit such a request in writing. Request in this "other" category are subjected to the approval of a dedicated committee that consists of the following members:

- Manager, Tenant and Community Relations
- Social Housing Senior Policy Analyst
- Community Relations Worker (2)
- Intermediate Financial Analyst, Halton Region

The committee is mandated to review the request when at least three members are present. The committee will convene once a month if there is internal transfer requests that need to be reviewed. Requests for a transfer in this category must be submitted in writing to the Manager of Tenant and Community Relations.


4.0 Conditions

4.1 Conditions regarding SPP applicants

- In order for an SPP request to be approved by HATCH, requirements must be met as outlined in Ontario Regulations 298/01.
- In addition, if the SPP applicant is in arrears (including rental arrears, overpaid subsidies or moneys owing due to damages) the condition is that the applicant may be responsible for 50% of these arrears and that the corresponding amount must be paid in full or must be captured in a repayment agreement with HCHC.
- HATCH will assess with HCHC what the most appropriate course of action is, given the specifics of the situation.

4.2 Conditions regarding Overhoused resident households

- If an overhoused household is in arrears, they still have to move to a unit of the appropriate size. This is prescribed in O. Reg. 298/01 and O. Reg. 339/01.

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- Arrears include rental arrears, overpaid subsidies and monies owing due to damages and must be addressed before the household transfers to a unit of the appropriate size.
- In order to address the arrears to the satisfaction of HCHC, the resident household must pay the arrears in full or enter into a repayment agreement. Failure to meet these requirements could lead to an eviction through a Landlord and Tenant Board Order (in the case of true rental arrears and damages) or cessation of RGI assistance (in the case overpaid subsidies). The implication of the latter is that the household becomes a market rent household (with 90-day notice) and will no longer be overhoused, as this status only applies to RGI assisted households. The household will therefore be removed from the internal transfer list.
- These various implications can be explained in the notice described in section 2.2.
- A repayment agreement will continue to be enforced, regardless of the transfer.
- If it is anticipated that the LTB process will lead to an eviction within a short period of time, it would be prudent to wait with the transfer until the outcome is clear.

4.3 *Conditions regarding Underhoused resident households*

- With regard to bedroom occupancies of more than two household members (not being the spouses of the household) the property manager may decide to not deem a household underhoused if the unit specifications are such that the occupancy is not urgently unacceptable, despite the guideline that a bedroom is preferably occupied by only two household members
- Underhoused Internal Transfer applicants can only refuse an offer of transfer once.
- The following conditions apply to underhoused transfer requests:
 - The household has lived in the current unit for at least one year
 - A \$250.00 administration fee applies
 - The household has not been given an eviction notice within the last six months
 - The household does not owe arrears or any other money to Halton Community Housing
 - The household has paid its rent on time for the last six months
 - If there is a repayment agreement in place for former tenant arrears with any housing provider, the repayment must be in good standing
 - There is no malicious damage to the unit for 12 months
 - There are no record(s) of complaint(s) of disturbing neighbours or harassing staff

4.4 *Conditions regarding Internal transfer requests for other reasons*

- The committee mentioned in section 3.2 will review the requests it receives on a case-by-case basis. In addition, it may apply the following conditions:

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- The household has lived in the current unit for at least one year
 - A \$250.00 administration fee
 - The household has not been given an eviction notice within the last six months
 - The household does not owe arrears or any other money to Halton Community Housing
 - The household has paid its rent on time for the last six months
 - If there is a repayment agreement in place for former tenant arrears with any housing provider, the repayment must be in good standing
 - There is no malicious damage to the unit for 12 months
 - There are no record(s) of complaint(s) of disturbing neighbours or harassing staff
- Halton Community Housing tenants who wish to apply for Supportive Housing and move into Wellington Terrace, 410 John Street, Burlington, The Bruce Apartments, 40 Ontario Street S, Milton, Lakeview Villa, 17 Elizabeth Drive, Acton, or John Armstrong Terrance, 8 Durham Street, Georgetown must use the HATCH application form and the Supportive Housing in Halton Region form and are not considered internal transfers for the purpose of this policy.

5.0 Additional guidelines and considerations

- A transfer form must be completed and signed by all members of the household whose income is considered for the purpose of the calculation of the geared-to-income rent.
- Households who wish to move into the units directly managed by Halton Community Housing Corporation from another Social Housing Provider are deemed to be external applicants, including Rent Supplement, and must apply through Halton Access to Community Housing (Centralized waiting list HATCH).
- Units may be offered "as is". However, Halton Community Housing Corporation will ensure that the unit meets all property standards.

6.0 Records/related documents

Social Housing Reform Act, 2000 – Reference

- S. 11 Internal Transfer, O. Reg. 339/01 amended to 50/06
- S. 11.1 Request to be a Special Priority Household, O. Reg. 339/01 amended to 50/06
- S. 11.2 Special Priority Households, O. Reg. 339/01 amended to 50/06
- S. 9 Provision of information to the public, O. Reg. 339/01 amended to 50/06
- S. 39 (1) Refusal of three offers - eligibility
- WI-003 Internal Transfer Tenant Ledgers

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Local Occupancy Standards (only applicable to determine if household is overhoused):

	MIN	MAX
Single	1-BR	1-BR
Childless couple	1-BR	1-BR
Single or Couple with:		
1 child	2-BR	2-BR
2 children	2-BR	3-BR
3 children	3-BR	4-BR
4 children	3-BR	5-BR
5 children	4-BR	5+-BR
6 children	4-BR	5+-BR
7 children	5-BR	5+-BR
8 children	5-BR	5+-BR
9 children	5+-BR	5+-BR