

INTERNAL TRANSFER POLICY

1.Goals

The Transfer Policy applies to tenants who want to move from one unit to another within Pathway portfolio. Households who wish to move into Pathway building from other social housing provider or from Pathway to another social housing provider are external applicants and must apply through the centralized access system (please contact Peel Access to Housing – PATH).

This policy is designed to:

- allow Pathway tenants to move from one unit to another;
- inform tenants about eligibility criteria for requesting a transfer;
- procedural steps the tenant must take when requesting a transfer;
- balance the needs of Pathway tenants with the needs of other prospective tenants to move into Pathway buildings for the first time.

2.Eligibility

Any household in good standing may ask for a transfer after it has lived in one of Pathway buildings for at **least three years**.

A household is in good standing if:

- The household has not been given an eviction notice
- The household does not owe any arrears
- The household has paid rent on time for the last 12 months
- The household has no history of damage to the unit, disturbing neighbors, or other antisocial activities, including harassing staff.

The eligibility criteria and “three-year rule” can be waived if the household qualifies for special priority status or is overhoused (RGI units). Consideration may be given to waiving the eligibility criteria for “priority moves” (see below).

3.Applications

To transfer, tenants must complete an application form, and forward it to the management office. A tenant who is also applying for a special priority status must do so in writing and must consent to the disclosure of any information or documentation required to verify the validity of the request. The tenant applying for a special priority status should also provide instruction to the management as to the best way to contact the tenant.

The management will:

- confirm the household is eligible for a transfer, based on local occupancy standards for RGI households, Pathway occupancy standards for market households and other policies.
- refer the tenant applying for special priority status to the Peel Access to Housing PATH
- add an eligible household to the waiting list, according to the policy below.
- inform the tenant of the management's decision.

Tenants may appeal the management's decision. (See appeals, below.) If the decision to deny a transfer is upheld, the member may not re-apply for a transfer on the same grounds for one year.

4.Internal waiting list:

4.1. Special Priority tenants – referred to Service Manager Region of Peel

A special priority tenant will be placed at the top of the internal transfer list.

4.2. Overhoused RGI tenants – referred to Service Manager Region of Peel

An "overhoused" RGI household is a household living in a unit which is larger than the largest unit for which they qualify under occupancy standards set by the Region of Peel. Overhoused households who are paying rent-gear-to-income will be placed at the top of the internal waiting list after special priority applicants, in the order of the date they applied to move into Pathway. This is a Provincial rule. It does not apply to market rent tenants. (No application form is required.)

Tenants must report any change in household size to the management within 30 business days of the change. The management will automatically add any overhoused households to the internal waiting list, and will tell the household in writing. If Pathway does not have an appropriately sized unit for the household, as defined by the Region of Peel's occupancy standards, the household will instead be placed on the centralized waiting list.

Tenants may ask for a review of the management's decision (see appeals below).

Overhoused households may choose the location of the unit they would be willing to accept. However, if the tenant receives rent-gear-to-income subsidy, they will be placed on the central waiting list if they do not move into an appropriately sized unit offered by Pathway within 12 months. If they refuse three offers for the appropriate size units, their rental subsidy will be removed.

4.3. Priority moves

After overhoused households, households with an urgent need to move are given priority over other transfer applicants. Priority applicants will be offered units in order of their application date for a transfer.

These urgent needs include:

- tenants needing to escape abuse but who have not lived with or been sponsored by the abuser and so do not qualify for special priority status. The management will establish the level of documentation required to substantiate the abuse.
- financial hardship due to the loss of a partner, or a significant drop in income, that makes the market charges unaffordable (member requests move to unit with lower market rent)
- a household member has a medical condition or permanent disability, and their current unit:
 - * is inaccessible, or
 - * substantially aggravates the condition, or
 - * prevents or substantially increases the cost of treatment.(Documentation needed.)
- Special Needs housing requests should be referred to Peel Access to Housing (PATH)-refer to 4.1.

Note: A separate waiting list is kept for wheelchair accessible units. Tenants who need a wheelchair accessible unit should ask to be placed on the "Special Needs waiting list."

5. Non -Priority, if applicable

5.1. Underhoused households

- Households who have more than two household members per bedroom or who have opposite-sex household members other than spouses sharing bedrooms will be placed on the waiting list after overhoused and priority households, in the order they applied for a larger unit.

5.2. Others

All other eligible applicants will be placed on the internal waiting list *below* special priority, overhoused, other priority and underhoused applicants, in the order they apply for a transfer. Applicants on this list will alternate with applicants on the external list. Every second unit (that has not been taken by a special priority, overhoused or priority applicant) will be offered to applicants in this category.

Consideration will be given to increasing the priority of requests for transfer on compassionate grounds, where the household wishes to move because of a death of a household member.

6. Maintaining eligibility

Except in the case of special priority and overhoused households, when a tenant reaches the top of the list, the property administrator will confirm the household is still eligible for a transfer. Before offering a unit, property administrator will make sure:

- there are no arrears.
- no late payments within the last 6 months
- no complaints about disturbing neighbors or harassing staff or other antisocial activities
- no damage to the tenant's unit

7. Offering a unit

The Property Administrator will offer a vacant unit to households on the internal transfer list in the order they appear on the waiting list.

The Property Administrator may exercise discretion in the decision to offer a vacant unit to anyone on the internal transfer list other than special priority, overhoused and priority transfer requests if the resources are not available to prepare the vacating units in a given month without incurring vacancy loss.

Tenants will have 24 hours to decide whether to accept the unit. Should non-priority household accepts the offer for transfer a \$150 transfer fee will apply.

A tenant (other than a special priority or an overhoused household) who refuses an offer for the units will be placed on the bottom of the waiting list. After three refusals of the offers for the unit Transfer Application will be removed from the internal waiting list.

Units may be offered "as is." Pathway will ensure the unit meets maintenance and safety standards, and that all electrical and plumbing fixtures are in good working order. However, Pathway may choose not to paint the unit or make decorative changes to the unit.

8. Review of decisions

Tenants can request a review of the Property Administrator's decision to:

- refuse a transfer request.
 - the size of accommodation tenant is eligible for under the occupancy standards
 - tenant eligibility for special needs housing
1. To appeal the decision, the tenant must write to the management within 10 business days of receiving the written decision to **refuse a transfer request**. This letter should explain why the tenant disagrees with the decision and give any information that might affect the decision. This request will be reviewed by the General Manager. Please refer to Internal Review Policy.
 2. Before the decision, **related to the size of accommodation under occupancy standards or eligibility for special needs**, of the management becomes final, the household may still request an independent review, which is conducted by the Service

Manager, Region of Peel. Should the household wish to continue with the appeal process it will be required to complete **Service Manager Appeal Request Form** and forward it to the Region of Peel, in accordance with the instructions on the form **within 30 calendar days** of the date the Notice of Decision letter was received to submit a Service Manager Request Form.

3. If the tenant's appeal of the decision listed above is not upheld, the tenant may not apply for a transfer on the same grounds for one year.

Transfer Request

Name of applicant(s) _____

Present address _____

Phone _____

Other household members

1. Name	Relationship to applicant	DOB
2. Name	Relationship to applicant	DOB
3. Name	Relationship to applicant	DOB
4. Name	Relationship to applicant	DOB

Length of time in present accommodation _____

Reasons for wishing to transfer

- your unit is unlivable
- substantial family abuse
- current rent unaffordable
- medical condition or disability makes your current unit inaccessible, or the unit aggravates the condition, or prevents or substantially increases the cost of treatment. (Please include a doctor's letter, describing your condition, and how a different unit would improve the situation.)
- unit is too small
- other reason:

Type and size of unit needed

Signature

Date

Appendix A

Rules for requesting and receiving special priority status on the internal waiting list

- Pathway will refer household member's request for special priority status back to Peel Access to Housing (PATH). See the Victims of Family Violence (VOFV) HIP Policy for more information.

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