



Social Services Department Housing Services

Policy Name: Internal Transfer

Policy Catalogue # HS 2022-PA 19.1

Department: Social Services

Approved by: Director of Housing

Approval Date: June 7, 2022

Signature: *Mark Ruff*

1.0 PURPOSE

To establish internal transfer rules for all units administered by the County of Wellington, Consolidated Municipal Service Manager (CMSM), and units owned by Wellington Housing Corporation, as prescribed under the Housing Services Act 2011.

2.0 REVISION HISTORY

Internal Transfer Policy, 2018 - HS 2018-PA 19.0

Wellington County Housing Services - INTERNAL TRANSFERS- Section 05-03-01

3.0 POLICY

The Internal Transfer policy ensures that transfers from one rent-geared-to-income (RGI) unit to another RGI unit are administered in a consistent manner, giving priority to tenants who meet criteria for any of the three designated priority categories and to outline rules for how non-priority transfers are administered.

The County of Wellington has three designated priority categories for internal RGI unit transfers: special priority, urgent, and over housed. Tenants applying for internal transfer who do not fall into one of the identified priority categories will be deemed 'non priority' internal transfers.

RGI units owned and operated by Housing Providers follow the process outlined in Directive 2020-03 when filling a vacant unit and may establish a separate policy for internal transfers from one market unit to another market unit

Special priority households rank highest in priority for internal transfers; second priority placement shall be granted to households who are eligible for urgent priority status and third priority will be granted to over housed households. All other transfer requests are ranked chronologically by the date their request was received in writing by the County of Wellington Housing Services.

3.1 Priority Internal Transfers

Tenants requesting any of the priority internal transfers will be directed to their Property Services Officer (PSO) or Property Manager (PM) to complete the request form.

3.1.1 Special Priority Transfer

A household is eligible to be included in Special Priority category if they satisfy the rules prescribed for Special Priority eligibility, as per the Housing Service Act 2011 in Section 48(2) of the Act read with Sections 52 to 58 and 79 of Ontario Regulation 367/11.

Special Priority applicant households will be required to provide appropriate documentation to substantiate the need for transfer.

3.1.2 Urgent Priority Transfer

To qualify for an internal transfer under the urgent priority category, applicant households are required to meet at least one the following locally developed criteria:

- Serious medical/health needs which would result in great hardship to the tenant if they were to be required to wait a prolonged period of time for the appropriate unit.
- Medical/health related transportation needs may be included in the urgent priority category.
- Tenants displaced from their unit due to a fire or other cause that makes their home uninhabitable, providing the cause was not due to the negligence of either the tenant or their guests.
- Personal safety issues of an extraordinary nature where a member or members of the household are at risk.
- Social issue of an extraordinary nature.

Households requesting urgent transfers must complete an Urgent Transfer Request Form and provide appropriate documentation to substantiate the need for the transfer the extraordinary nature of the request and, how an internal transfer will resolve the issue.

In addition, the Property Services Officer/Property Manager must complete the second page of the Urgent Transfer Request Form to confirm they are aware of the request and to provide any additional information/context about the request for urgent priority transfer.

The priority status date of households eligible for urgent priority transfer will correspond to the date the household applied for an urgent priority transfer. Urgent priority transfers do not have priority over special priority households.

Urgent priority transfer households will be required to make a minimum of 5 building selections for transfer from the Guelph Non-Profit and/or County of Wellington owned portfolios. With approval from Applicant Services, this selection requirement may be reduced if appropriate inventory is not available in the household's preferred geographic area.

If an urgent priority transfer household refuses an offer of housing, their urgent transfer status will be removed and their internal transfer application will be cancelled. The household would have to re-apply for a non-urgent internal transfer.

3.1.3 Over housed Priority Transfer

A household occupying an RGI unit that is larger than the largest size permissible under local Occupancy Standards (HS 2022-PA 5.3) is considered over housed and stands to cease to be eligible for RGI assistance.

Over housed household transfers will have priority status on the Centralized Waiting List (CWL) over chronological households, but not over local or provincially designated special priority households. The CWL priority status date of the over housed household will correspond to the date of the over housed decision letter issued at the end of the waiting period.

Following local Over Housed Policy (HS 2022-PA 22.1), over housed households will become ineligible for RGI if the household refuses any appropriately sized housing offer that is presented following the 12 month waiting period. The service manager may determine that the household remains eligible if satisfied that there are extenuating circumstances. O. Reg. 367/11, s.38 (2) (3).

3.2 Non-Priority Internal Transfers

Non Priority internal transfers include:

- Under housed households, where a household requires a larger unit due to changes in their family / household composition. Documentation may be required to support the need for an additional bedroom.
- Households requesting a transfer for any other reason.

Non-priority households requesting an internal transfer must:

- (i) have lived in their current unit for twelve (12) consecutive months.
- (ii) have rent paying habits that have been on time and up to date over the most recent 6-month period,
- (iii) pass a pre-move out inspection and,
- (iv) pay the cost of all damages caused by the tenants' willful or negligent conduct or that of persons permitted on the premises by the tenants, before the transfer can take place.

These conditions may be waived either partially or in full with the approval from the Director of Housing or designate.

The status date on the CWL of non-priority internal transfer households will correspond to the date the application was received by Applicant Services.

3.3 Transfers other than Internal Transfers

Tenant households in the following circumstances are not considered internal transfers and must follow processes outlined below:

- Tenant households currently in an RGI unit seeking a transfer from one housing provider to another housing provider (i.e. non-profit or co-operatives) must apply directly to the Centralized Wait List (CWL) and are not considered internal transfers.
- Households making a transfer request from one Affordable unit to another Affordable unit must apply to Applicant Services.
- Tenant households in an Affordable unit seeking to transfer to an RGI unit must make an application through the CWL.

- Housing Allowance Programme (HAP) and Rent Support programme tenant households making a transfer request to RGI units must do so through an application to the CWL.

4.0 DEFINITIONS

- (1) ‘Affordable unit’ is a unit that is owned and/or managed by the County of Wellington Housing Services. for which the rent is at or below the average market rent of a unit in the regional market area (i.e., 80% AMR).
- (2) “CMSM” means Consolidated Municipal Service Manager. The Corporation of the County of Wellington is the Consolidated Municipal Service Manager for the geographic area that includes The County of Wellington and the City of Guelph for the purposes of the Housing Services Act, 2011;
- (3) “CWL” means the Centralized Waiting List established for the purposes of allocating Rent Geared to Income, Rent Support and Special Needs units and which complies with the criteria established in the Housing Services Act, 2011 and the Regulations;
- (4) “Over housed” means a household that has a unit larger than it is eligible for under the County’s Occupancy Standards;
- (5) “Unit” means a unit intended for use as residential accommodation.
- (6) “Special Priority” means a Centralized Waiting List category which is given priority over allover waiting list categories, as referred to in Section 48(2) of the Act read with sections 52 to 58 and 79 of Ontario Regulation 367/11.
- (7) “Waiting period” is the one-year period when an over housed household remains eligible for RGI assistance after initial notification of being over housed (O. Reg. 367/11, s. 38 (2)).

5.0 APPLICATION

The Internal Transfer policy comes into effect on July 1, 2022. The rules established in this policy will apply to all internal transfers from one RGI unit to another RGI unit in County owned and Guelph Non-Profit owned units.

Housing Providers are to follow Directive 2020-03 “Centralized Waiting List – Applicant Selection and Offer Reporting”, when filling an RGI vacancy.

Households will be given forty-eight (48) hours to respond to a verbal transfer offer or 10 days to respond to a written offer notice. Applicant Services staff will make every attempt to connect with Property Services Officers/Property Managers or other appropriate contact to ensure the applicant household is made aware of the transfer offer.

6.0 RELEVANT LEGISLATION & POLICY

Housing Services Act, 2011 s47 and s48

Housing Services Act, 2011 O. Reg 367/11 s47



Alternative Formats Available Upon Request