

- (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 for special priority or urgent priority transfer requests with the approval from the Director of Housing or designate.

RGI units owned and operated by Housing Providers follow the process outlined in Directive 2017-01 when filling a vacant unit and may establish a separate policy for internal transfers from one market unit to another market unit.

3.1 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.

3.2 Urgent Priority Transfer

The County of Wellington has determined the circumstances below as an urgent priority for internal transfers; urgent priority does not have priority over special priority households. In no priority order, the following circumstances will qualify a household to be considered for an internal transfer as an urgent priority category, at the discretion of the Director of Housing or the Director's delegate:

- I. Serious medical/health and social needs which would result in great hardship to the tenant if he/she were to be required to wait a prolonged period of time for the appropriate unit.

Where appropriate, transfers for medically related transportation difficulties may be included in the urgent priority category.

- II. Tenant displaced from their home 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 his/her guests.
- III. Personal safety issues of an extraordinary nature where a member or members of the household are at risk.
- IV. Social issue of an extraordinary nature.

Households which are eligible for urgent priority transfer will be prioritized for transfer based on the date their household applied for an urgent priority transfer.

Households which are eligible for urgent priority transfer must make five building selections. With approval from Applicant Services, this selection requirement may be reduced if appropriate inventory is not available in the household's preferred geographic area.

Households requesting urgent transfers must complete an Urgent Transfer Request Form.

One offer of housing will be made to a household requesting an urgent transfer. If the household refuses one offer of housing their urgent transfer status will be removed.

3.3 Over housed

As per the Occupancy Standards, a household may lose eligibility for RGI if the unit contains more bedrooms than the household is eligible for. To ensure that the household does not occupy a unit that is larger than the largest size permissible under the Service Manager's Occupancy Standards and that RGI eligibility is maintained, a household that is over housed will be prioritized for transfer.

Over housed households do not have priority over special and urgent priority internal transfers, but do have priority over all other internal chronological transfers.

As per O. Reg. 367/11, s.38 (2) (3), a household does not cease to be eligible for RGI assistance until at least 12 months after the household has been notified that it is over housed, and that a household does not cease to be eligible for RGI assistance if the household is following the process, specified in the rule or by the Service Manager, to be transferred to a unit that is permissible under the Occupancy Standards.

Over housed households will be required to make a minimum of 5 building selections for transfer. With approval from Applicant Services, this selection requirement may be reduced if appropriate inventory is not available in the household's preferred geographic area.

Over housed priority transfer status will be set on the date that the household is determined over housed.

3.4 Non Priority Transfer

Non Priority 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 transfers will be ranked chronologically by the date their application was received by Applicant Services.

3.5 Transfers Not Considered Internal Transfers

Tenants 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 an Affordable unit to Affordable unit or from an Affordable unit to RGI must make an application through the CWL and are not considered internal transfers.

Households making a transfer request from Housing Allowance Programme (HAP) or Rent Support programmes to RGI must make an application through the CWL and are not considered internal transfers.

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 (ie 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 all other 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.

5.0 APPLICATION

The Internal Transfer policy comes into effect on the policy approval date. The rules established in this policy will apply to all transfers from one RGI unit to another RGI unit, administered by the County of Wellington, CMSM, and Wellington Housing Corporation.

Housing Providers should refer to Directive 2017-01 "Centralized Waiting List – Applicant Selection and Housing Provider Reporting", when filling an RGI vacancy.

Special priority households rank highest in priority for internal transfers; second priority placement shall be granted to residents 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.

Households will be given forty-eight (48) hours to respond to each verbal transfer offer or 7 days to respond to a written offer notice.

6.0 RELEVANT LEGISLATION & POLICY

Housing Services Act, 2011 s47 and s48

Housing Services Act, 2011 O. Reg 367/11 s 47



Alternative Formats Available Upon Request