

1. Preamble

The Transfer Policy applies to tenants who want to move from one WoodGreen Community Housing unit to another. Households who wish to move into WoodGreen Community Housing from other social housing or from WoodGreen Community Housing to another social housing provider are external applicants, and must apply through the centralized access system managed by Toronto Social Housing Connections.

This policy is designed to:

- allow WoodGreen Community Housing tenants to move from one unit to another
- give priority to tenants who qualify as special priority, who are overhoused, or urgently need a different unit
- balance the needs of WoodGreen Community Housing’s tenants with the needs of people hoping to move into WoodGreen Community Housing for the first time.

2. Policy

2.1 Eligibility

Any RGI household, in good standing, may ask for a transfer after it has lived in a unit for at least one year.

A household is in good standing if:

- it has not been given an eviction notice
- it does not owe outstanding¹ arrears or any other money to the WoodGreen Community Housing (unless financial hardship has made this household a “priority move.”)
- it has paid its rent on time for the last six months
- it meets the mandate and targeting criteria for the unit or building available
- it has no history of damage to the unit, disturbing neighbours, or harassing staff.

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

2.2 Applications

To transfer, tenants must complete an application form (Attachment #1), and submit it to the WoodGreen Community Housing office. A tenant who is also applying for 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 special priority status should also provide instruction to WoodGreen Community Housing as to the best way to contact the tenant.

WoodGreen Community Housing will:

¹ “Outstanding arrears” should be taken to mean amounts not covered by a negotiated and up-to-date payment plan.

- confirm the household is eligible for a transfer, based on local occupancy standards for RGI households, and other policies
- advise the tenant applying for special priority status within 7 business days as to whether their request is complete or not and if not what further information is required
- confirm the tenant’s eligibility for special priority status, if applicable
- add an eligible household to the waiting list, according to the policy below
- inform the tenant of the decision.

Tenants may appeal WoodGreen Community Housing’s decision with respect to Special Priority status. (See appeals, below.) If the decision to deny a transfer is upheld, the tenant may not re-apply for a transfer on the same grounds for one year.

2.3 Special Priority tenants

2.3.1 Victims of Abuse

Tenants will qualify for special priority status if:

- a member of the household has requested the status in writing, signed the request and consented to disclosure of information in connection with their request. The member requesting the status does not have to be the victim of the abuse
- the abuser is or was living with the victim or is sponsoring the household member as an immigrant
- the tenant intends to permanently live apart from the abusing individual
- the tenant has provided the necessary information or documentation
- the necessary information or documentation has been confirmed by an appropriate person (as listed in O. Reg. 339.01)

A special priority tenant will be placed at the top of the internal transfer list. If there is more than one special priority tenant on the list, they will be ranked according to the potential risk of further abuse. Special priority tenants who are still living with their abuser will be given higher priority than those who are not.

2.3.2 Overhoused RGI tenants

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 City of Toronto (or the standards set out in Ontario Regulation 298/01) Overhoused tenants who are paying rent-geared-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 the non-profit. This is a Provincial rule. It does not apply to market rent tenants. (No application form is required.)

A household is overhoused when it has more bedrooms than allowed by the City of Toronto’s occupancy standards. (See Attachment #2)

Tenants must report any change in household size to WoodGreen Community Housing within 30 days of the change. WoodGreen Community Housing will automatically add any overhoused households to the internal waiting list, and will tell the household in writing. If WoodGreen Community Housing does not have an appropriately sized unit for the household, as defined by the City of Toronto’s occupancy standards, the household will instead be placed on the central waiting list (the list for all social housing in the area).

Tenants may ask for a review of WoodGreen Community Housing’s decision to declare them overhoused (see appeals, below).

Overhoused tenants may choose the location of the unit they would be willing to accept. However, if the tenant receives rent-geared-to-income subsidy, they will be placed on the central waiting list if they do not move into an appropriately sized unit within 12 months. If they refuse three units while they are on the central waiting list, they will lose their RGI subsidy, and must pay market rent.

2.4 Priority moves

After overhoused tenants, 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, including tenants being threatened or harassed by neighbours. The manager will establish the level of documentation required to substantiate the abuse
- 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 is needed.)

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.”

2.5 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.

2.6 Maintaining eligibility

Except in the case of special priority and overhoused tenants, when a tenant reaches the top of the list, WoodGreen Community Housing will confirm the household is still eligible for a transfer. Before offering a unit, she will make sure:

- there are no arrears
- no late payments within the last 6 months
- no complaints about disturbing neighbours or harassing staff
- no damage to the tenant’s unit was found in a unit inspection.

2.7 Offering a unit

WoodGreen Community Housing will offer a vacant unit to households on the internal transfer list in the order they appear on the waiting list.

WoodGreen Community Housing 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.

A tenant (other than a special priority or an overhoused tenant) who refuses three units will be removed from the internal waiting list.

Units may be offered “as is.” WoodGreen Community Housing will ensure the unit meets the non-profit’s maintenance and safety standards, and that all electrical and plumbing fixtures are in good working order. But WoodGreen Community Housing may choose not to paint the unit, do minor patching, or make decorative changes to the unit.

2.8 Review of decisions

Tenants can request a review of WoodGreen Community Housing’s decision to declare the household to be special priority or overhoused (as required by provincial regulations).

Tenants may also appeal WoodGreen Community Housing’s decision to:

- refuse a transfer request
- refuse to give priority status.

1. To appeal the decision, the tenant must submit a letter to the WoodGreen Community Housing office within 10 business days of receiving the written decision. This letter should explain why the tenant disagrees with the decision, and give any information that might affect the decision.

2. Reviews will be handled following WoodGreen Community Housing’s normal procedure. (See Review Policy) All decisions of the review process are final.

3. If the tenant’s appeal to transfer, or be given special or priority status, is not upheld, the tenant may not apply for a transfer on the same grounds for one year.

Approved by: WoodGreen Community Housing board

Date Approved: 2003/12/02



MEDICAL CONFIRMATION FOR A TRANSFER TO ANOTHER UNIT WITHIN WOODGREEN COMMUNITY HOUSING

<p>RELEASE BY PATIENT/PARENT/GUARDIAN: I authorize my doctor to complete the form below. I understand that this information will be kept on my file. This information is confidential.</p>		
Signature:		Date:
Name: (Please print)	Telephone home:	Telephone business:
Address:		
I presently live in a ___ bedroom apartment. The type of housing that I am requesting is (size, building, etc):		
TO BE COMPLETED BY PHYSICIAN REQUEST OF PATIENT:		
<p>Your patient is a WoodGreen Community Housing Inc. tenant and has applied for a transfer to another housing unit as described above. Due to the limited availability of housing within WoodGreen, priority must be assigned to tenants applying for transfers. Priority is determined in part by urgent medical problems which are made worse by a current housing situation. The information you provide to us will help us to determine if a higher priority should be assigned over other people with medical problems as well as over others who may be overcrowded or have other serious problems with their housing.</p> <p>Many factors can intensify pressures and problems in a patient's current housing situation. With this in mind, please describe below if your patient's current accommodation is adversely affecting his/her health and if a transfer to another unit would significantly improve his/her medical condition or prevent deterioration. Please also give some indication of the urgency and/or seriousness of the situation.</p>		
Signed: (Physician)		Date:
Name: (Please print)		Telephone Number:



WoodGreen Community Housing Inc.

Appendix 5: TRANSFER AGREEMENT

BETWEEN: _____

- and -

I, _____,

agree to transfer to _____
(new address), by my own request.

I am aware of my responsibility to clean my present unit:

- Kitchen area (stove, fridge, cupboards - inside and outside)
- Bathroom (toilet, sink, bathtub)
- Wash walls where necessary (to be established with housing staff)
- Wipe shelves
- Sweep and wash the floors
- Other _____

I agree to have my unit cleaned one day before the transfer. A unit inspection will be done before I transfer to ensure that my unit has been cleaned sufficiently.

I have read and understand the transfer policy.

Unit moving out of:	Unit moving into:
Unit inspection completed on:	Date unit available for occupancy:
Unit key returned on:	Date of actual transfer:
Tenant signature:	Unit inspection completed on:
Authorized signature:	Unit key received on:

Were there any damages to the current unit? Yes No
If yes, complete and *attach Agreement to Pay for Repairs* form.