

INTERNAL TRANSFER POLICY

Intent

The Transfer Policy applies only to tenants who want to move from one St. Giles' Senior Citizens Residence apartment unit to a different unit within the building. It does not apply to external applications for tenancy.

This policy is designed to:

- a) Allow St. Giles' Senior Citizens Residence tenants to move from one unit to another in the building.
- b) Give priority to tenants who qualify as special priority, who urgently require a different unit due a number of reasons such as medical or economic factors.
- c) Balance the needs of existing St. Giles' Senior Citizens Residence tenants with the needs of those hoping to move into St. Giles' Senior Citizens Residence for the first time.
- d) Establish a revised policy to prioritize resident moves regarding the potential of 30 new apartments in the expansion proposal concept.

Eligibility

Any household in good standing may ask for a transfer after it has lived in a unit for at least one year and be responsible for paying the apartment transfer fee in the amount of \$1,000.00.

A household is considered in good standing if it meets the following criteria:

- a) It has not been given any type of eviction notice in the past.
- b) It does not owe arrears or any money to any other non-profit housing organization.
- c) It has paid its rent promptly and on time for the last six months.
- d) It has no history of damage to the unit or the building, disturbing the neighbors, or harassing staff.

A written request from the tenant(s) for a transfer must be provided to the Administrator stating the reason for the request on the transfer application.

Applications

Upon the approval of the Administrator, the tenant must complete an application form and submit it to the Board of Directors.

The Administrator will:

- a) confirm the household is eligible for a transfer, based on St. Giles' Senior Citizens Residence and local occupancy standards for LEM and RGI households.
- b) add an eligible household to St. Giles' Senior Citizens Residence internal transfer list, according to the policy below.
- c) inform the tenant of the decision.

Tenants may appeal the Board of Directors decision. (see appeals process, 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.

Internal Waiting List

Special Priority Tenants

Tenants will qualify for special priority status if they are victims of threat, mental, emotional or physical violence. This special priority status request has to be in writing and signed.

The tenant must intend to permanently live apart from the abusing individual.

Tenant must provide the necessary documentation that has been confirmed by the 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 internal transfer list, they will be ranked according to their 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.

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

Priority Moves

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 transfer.

These urgent needs include:

- a) financial hardship due to the loss of a partner, or a significant drop in income, that makes the market rent unaffordable (tenant requests move to unit with lower market rent, eg. From a two bedroom to a one-bedroom apartment)

- b) a household member has a medical condition of permanent disability, and their current unit is inaccessible, substantially aggravates the condition or prevents and /or increases the cost of treatment. (documentation required).

Others

All other eligible applicants, will be placed on the internal waiting list below special priority, and other priority applicants, in the order of their building seniority.

Consideration will be given to tenants who have asked for an internal transfer on compassionate grounds, where a household wishes to move because of a death of a household member.

Maintaining Eligibility

Except in the case of special priority tenants, when a tenant reaches the top of the list, the Administrator will confirm the household is still eligible for a transfer. Before offering, he/she will make sure:

- a) there are no arrears
- b) no late payments within the last 6 months
- c) no complaints about disturbing neighbors or harassing staff
- d) no damage to the tenant's unit was found in a unit inspection

Offering A Unit

For the purposes of establishing a new policy for vacant units which have never been occupied by any resident at St. Giles' Senior Citizens Residence and offered for the first time to prospective new tenants. Any such unit will NOT become eligible for internal transfer availability until the initial new resident of the unit has vacated the unit and the original lease agreement has been terminated.

The Board of Directors will direct the Administrator to offer a vacant unit to households on the internal transfer list in the order of building residence seniority on the waiting list.

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

Tenants have 24 hours to decide whether to accept the unit.

A tenant who refuses three units will be removed from the internal waiting list.

Units may be offered "as is." St. Giles' Senior Citizens Residence 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. St. Giles' Senior Citizens Residence may choose not to paint the unit, do minor patch repairs, or make decorative changes to the unit.


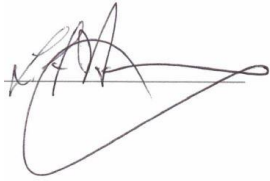
Review of Decisions





Tenants may appeal the Board of Directors decision to:

- a) refuse a transfer request
- b) refuse to give priority status

1. To appeal the decision, the tenant must write a letter to the Administrator 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. In this letter, the tenant may also ask to meet with the Board Review Committee.
2. Reviews will be handled following the Board Review Committee's normal procedure.
All decisions of the Board Review Committee are final.
3. If the tenant's appeal to transfer, or be given special or priority status, is not upheld, they may not apply for a transfer on the same grounds for one year.

St. Giles' Senior Citizens Residence
775 PARK ST. S. PETERBOROUGH, ON K9J 3T6

Version:	
Approval and Review	
Administrator's Review	 (John Herder)
Board Approval	 (Les Harvey)
Next Review Date	Upon approval, once every 3 years thereafter

Approval and Amendment History	Details
Original Approval Authority and Date	26-May-16
Amendment Authority and Date	23-May-19. Standard 3 yr. policy review & add policy statement regarding transfer rights to expansion proposal apartments. Unit transfer fee increased from \$500 to \$1,000
Amendment Authority and Date	  (Les Harvey) (John Herder) 19-Sep-19 3-year review (no changes) Standard 3 yr. policy review
Amendment Authority and Date	  (Les Harvey) (John Herder) 28-Jun-22 3-year review (syntax changes only) Standard 3 yr. policy review
Amendment Authority and Date	