

Policy

Subject: Transfer Policy

Policy Number: 2021-19

Effective Date: November 2, 2023

Approved by: NCHC Board of Directors

Reviewed by: NCHC General Manager

Purpose

To set guidelines for existing tenants of Northumberland County Housing Corporation (“NCHC”) who wish to transfer to another unit managed by NCHC.

Policy

A household may be eligible for an internal transfer if they meet the following criteria:

- They have lived in the unit for at least two years;
- They have not been given an eviction notice within the last six months;
- They do not owe arrears or any other money to NCHC or any other social housing provider in Ontario;
- They have paid their rent in full and on time for the last six months;
- There has been no damage to the unit in the last six months;

- There is no record of complaints of disturbing neighbours or harassing staff in the last six months;
- There is no ongoing proceedings at the Landlord Tenant Board, or otherwise, against the tenant; and/or
- It is not in contravention of the lease.

The two-year rule will be waived if the household qualifies for special priority status, or if the household is overhoused. Further discretion may be exercised in extenuating circumstances.

There are six types of transfers, which are ranked in the following order:

1. Special Priority transfers (the criteria for processing applications for special priority transfers is legislated and these requests are tenant-initiated);
2. Overhoused transfers (these are legislated transfers and are initiated by NCHC);
3. Medical transfers (tenant-initiated);
4. Underhoused transfers (tenant-initiated);
5. Senior Mandated Buildings (tenant-initiated); and
6. Other transfers (tenant-initiated).

In other rare circumstances, NCHC retains the right to consider urgent transfers that do not fall under one of the six categories, on a case-by-case basis.

1. Special Priority Transfer

A household is eligible for a special priority transfer if there is a situation involving abuse that meets the criteria outlined in O. Reg. 367/11, s. 54 (1). The tenant must submit an application for a Special Priority Transfer to Northumberland County, and the County will then advise NCHC as to the outcome of the application. This process is outlined in Northumberland County's Directive 2021-20 Special Priority Status.

2. Overhoused Transfer

An “overhoused” household is a household living in a unit which is larger than the largest unit for which it qualifies under the local occupancy standards set by Northumberland County Directive 2021-17: Occupancy Standards and Overhoused Households.

Overhoused tenants who are receiving rent-geared-to-income assistance will receive second priority on the internal transfer list, immediately following the special priority transfers, using the original date of application.

It is the responsibility of the tenant to report a change in family composition within 30 days of the change. Failure to do so may result in the loss of subsidy. Once NCHC has been notified of the change of the family composition, a letter will be forwarded to the household advising that they have been deemed overhoused, and if not remedied, the household will cease to be eligible for rent-geared-to-income assistance after one year. The process for overhoused households will follow Northumberland County’s Directive 2021-15 Transfer Applications.

3. Medical Transfer

After special priority and overhoused transfers, those with an urgent medical need to move are given priority over other transfers and will be placed on the transfer list with the date that the urgent medical transfer was requested. Urgent medical transfers are reserved for those who cannot remain in, or return to, their current unit due to a significant change in their health with relation to the physical characteristics of their unit. The following are two examples of an urgent transfer:

- A medical condition that has caused severe permanent mobility limitations; and
- Severe respiratory problems that limit mobility (e.g. unable to use the stairs).

Requests for medical transfers must describe the limitations of the current unit and explain how a different unit will specifically address the tenant’s medical limitations. It should be noted that neighbour disputes or general concern with a building and/or unit will not be considered as a medical transfer.

4. Underhoused Transfer

Households are entitled to a minimum number of bedrooms as outlined by Northumberland County Directive 2021-17 Occupancy Standards and Overhoused Households. If a household is housed in a unit, which has less bedrooms than the minimum number of bedrooms the household qualifies for, such household may qualify for the internal transfer list. Households will be added to the internal transfer list on a case-by-case basis for this priority.

5. Seniors Mandated Buildings

Tenants who are seniors (defined as 65+) and are residing in a non-seniors building, are eligible to be put on the internal transfer list to transfer to a seniors building.

Tenants who reside in a seniors mandated building who would like to add a non-senior to their household will be required to move to a non-seniors mandated building.

6. Other Transfers

All other transfer requests must be tenant-initiated and must be received by NCHC in writing.

Procedures

Tenants must complete a request to transfer form indicating the reason for the transfer, the desired building and any supporting medical documentation if the request is for medical reasons.

If the transfer is granted, NCHC will notify the tenant within seven business days of the decision. The tenant will be placed on the internal transfer list using the date the tenant submitted the application.

If the decision is made to deny the transfer, the tenant will be notified in writing within seven business days and will be informed at this time that they may request a review of this decision.

Repealed Policy

2008-10 Internal Transfer Requests

Legislative Authority

Housing Services Act 2011 s. 46, 47, 155-159.

O. Reg. 367/11 s. 38, 39, 40, 41, 47, 48.

Residential Tenancies Act O. Reg. 516-06 s. 17.8.

Cross Reference

Northumberland County's Directive 2021-20 Special Priority Status.

Northumberland County's Directive 2021-15 Transfer Applications.

Northumberland County Directive 2021-17 Occupancy Standards and Overhoused Households.