

HOSPITAL WORKERS HOUSING CO-OPERATIVE INC. INTERNAL TRANSFER POLICY

(ADOPTED AND REVISED JULY 17, 2013)

1. Background

Hospital Workers Housing Co-operative Inc. must establish and maintain policies, procedures and a waiting list for internal transfers. Housing Connections maintains the centralized list of households waiting for Rent-Geared-to-Income housing. Hospital Workers Housing Co-operative Inc. cannot maintain its own RGI waiting list. Market rent households requiring RGI subsidy must apply Housing Connections.

2. Goals

2.1 The Internal Transfer Policy applies to members who want to move from one Hospital Workers Housing Co-operative unit to another. Households who wish to move into Hospital Workers Housing Co-operative from other social housing or from Hospital Workers Housing Co-operative to another social housing provider are external applicants, and must apply through the centralized access system. Members of a current household wishing to form an additional RGI household will not be considered as an internal transfer. The additional household must apply to Housing Connections.

2.2 This policy is designed to:

- allow Hospital Workers Housing Co-operative members to move from one unit to another
- give priority to members who qualify as special priority, who are overhoused, or urgently need a different unit
- balance the needs of Hospital Workers Housing Co-operatives' members with the needs of people hoping to move into Hospital Workers Housing Co-operative Inc. for the first time.

3. Eligibility

3.1 Any household in good standing may ask for a transfer after having 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 arrears or any other money to Hospital Workers Housing Co-operative (unless financial hardship has made this household a "priority move.")
- it has paid its rent on time for the last six months
- it has no history of damage to the unit, disturbing neighbours or harassing staff.

3.2 The eligibility criteria and “one year rule” will be waived if the household qualifies for special priority status or is overhoused.

4. **Applications**

4.1 To transfer, members must complete an Internal Transfer Request form (attached), and give it to management.

Management will:

- confirm the household is eligible for a transfer based on occupancy standards set by the City of Toronto
- add an eligible household to the waiting list, according to the policy below
- inform the member of the decision.

4.2 Members may appeal management's decision. (See appeals, below.) If the decision to deny a transfer is upheld, the member may not re-apply for a transfer on the same grounds for one year.

5. **Internal waiting list**

5.1 **Special Priority Members**

Applicants requesting special priority status (SPP), including internal transfers must apply to Housing Connections. Special priority applicants requesting an internal transfer must complete the Special Priority Internal Transfer Application which can be obtained through Housing Connections.

5.2 A special priority member will be placed at the top of the internal transfer list after Housing Connections has confirmed SPP eligibility. SPP internal transfers will be ranked in order by the SPP application date provided by Housing Connections.

5.3 Only Housing Connections, acting as the service manager may remove a household's SPP status while the applicant is on the waiting list if;

- the abuser is deceased
- the applicant has added the abuser to the application, or
- the applicant has accepted an offer for a rent-geared-to-income (RGI) unit.

6. **Overhoused RGI Members**

6.1 An “overhoused” household is a household receiving RGI assistance and living in a unit which is larger than the largest unit for which they qualify under occupancy standards set by the City of Toronto. In order to maintain RGI eligibility overhoused members are required to move to a suitable size unit. Overhoused households will be placed at the top of the internal waiting list after special priority applicants, in the order of the date the household was placed on the waiting list.

6.2 Members must report any change in household size to the management within 30 business days of the change. Management will automatically add any overhoused

households to the internal waiting list, and will advise the household in writing. If Hospital Workers Housing Co-operative does not have an appropriately sized unit for the

household, as defined by the City of Toronto's occupancy standards, the household will be placed on the Housing Connections waiting list.

6.3 Overhoused members may choose the location of the unit they would be willing to accept. However, if the member receives rent-geared-to-income subsidy, they will be placed on the centralized waiting list if they do not move into an appropriately sized unit within 12 months. The household may cease to qualify for RGI subsidy assistance if they refuse three offers of housing, while on either the internal transfer waiting list or the centralized waiting list. However, the household cannot cease to be eligible until one year after they are notified that they are overhoused.

7. Priority Moves

7.1 After SPP and overhoused members, 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.

7.2 These urgent needs include:

- financial hardship due to the loss of a partner, or a significant drop in income, that makes the market charges unaffordable (member requests move to unit with lower market rent)
- 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 needed.)

8. Special Needs Households

A separate waiting list is kept for accessible units. Needing or not needing RGI does not affect the ranking of a special needs applicant on the waiting list. If giving RGI to a special needs household puts the Corporation under the market rent minimum target, fill the net vacancy with market rent applicants until the Corporation is back on target.

9. Underhoused Households

An RGI household is underhoused if the unit has less bedrooms than the City's RGI occupancy standards allow. Under the HSA these households are not considered priority and cannot be ranked before special priority and overhoused households.

10. Others

All other eligible applicants will be placed on the internal waiting list *below* special priority, overhoused, other priority and underhoused applicants, in the order they apply for a transfer.

11. Maintaining Eligibility

Except in the case of special priority and overhoused members, when a member reaches the top of the list, management will confirm the household is still eligible for a transfer. Before offering a unit, management will ensure:

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

12. Offering a Unit

12.1 Except for special priority and overhoused households, management will offer a vacant unit to households on the internal transfer list in the order they appear on the waiting list.

12.2 Management 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.

12.3 Members will have 48 hours to decide on their acceptance of the unit. All acceptances or rejections must be submitted in writing to the management office.

13. Refusing a Unit

A member (other than a special priority or an overhoused member) who refuses two units will be removed from the internal waiting list after the second refusal and not permitted to submit another Request for internal transfers.

14. Internal Transfer Deposit

14.1 When an approved applicant accepts a unit for internal transfer, no fee will be applied.

14.2 The unit being vacated will be subject to a pre-move out inspection. A final inspection will be conducted once it is empty. If the Co-op determines that the unit has been left in a state of reasonable cleanliness and repair, the deposit will be returned to the member. If the unit has not been properly cleaned or if there is damage, the Co-op will use the deposit to clean and/or repair the unit. If the cost to clean and/or repair the unit is more than the deposit amount, the member will be charged for the additional costs.

14.3 Units may be offered "as is" at the discretion of management. Hospital Workers Housing Co-operative Inc. will ensure the unit meets maintenance and safety standards, and that all electrical and plumbing fixtures are in good working order, but Hospital Workers Housing Co-operative will not paint the unit, or make decorative changes to the unit.

Members are responsible for painting the new unit. Paint will be supplied by the Co-operative.

15 Reviews

- 15.1** The Board of Directors will appoint a review body for the following decisions:
- a) eligibility for RGI assistance
 - b) size and type of unit that a household is eligible for
 - c) amount of rent payable
 - d) losing eligibility for RGI assistance and
 - e) eligibility for special needs housing
- 15.2** The Social Housing Unit will carry out reviews of housing provider decisions to remove eligibility for RGI assistance.
- 15.3** All requests for reviews must be forwarded in writing to the management office within 30 days of being advised of the decision.
- 15.4** The Board has appointed management as the review body. The Board can remove or appoint a review body at any time at its own discretion. There will be no remuneration for membership on the review body. The person reviewing the decision must be knowledgeable about the relevant provisions of the Act and regulations. No one who participated in the decision may participate in the review.

No one who discussed the decision with the decision maker may participate in the review as a member of the review body, and no member of the review body may discuss the decision with the decision maker except during the course of the review.

Households must be given full disclosure of the reason why the housing provider made the decision. They have the right to an in person hearing, as well as the right for an interpreter and a right to bring someone they choose to the hearing. Households must have an unbiased hearing.

Housing providers must schedule a review hearing and complete the review within 30 calendar days after the day a housing provider receives a review request. If the member requests that the hearing be delayed, the housing provider will schedule the hearing within the original 30 day period.

If the housing provider is satisfied that extenuating circumstances make it impossible for the household to attend a hearing within this timeframe, the date for hearing and completing the review may be extended to a maximum of 60 calendar days after the housing provider received the request for review.

- 15.5** The review body will issue the review decision within 10 calendar days after the review is complete to the person who requested the review, the person who made the decision that was reviewed, and any housing provider that was given notice of the decision that was reviewed. The decision is final.

The review decision is filed by the management staff in the Management office.

16. Monitoring

The wait list must be monitored on a monthly basis. The Board must be advised of all transfers.

17. Conditions for Transfer Approval

- good housing charges paying history (minimum of previous one year)
- no outstanding charges: invoices, Minutes of Settlement, NSF charges, arrears
- current unit will be left in good condition meeting the co-op standards as stipulated in the By-laws
- lateral moves are not permitted, eg. 2 bedroom to 2 bedroom.
- however, the member may request a formal written appeal to the Board of Directors for an exemption to the "Conditional Lateral Transfer".

ADOPTED BY THE BOARD OF DIRECTORS ON:

Date: Aug. 1st 2013

Secretary: [Signature]

President [Signature]

Phone (416) 488-2837
Fax (416) 488-6613

INTERNAL TRANSFER POLICY

Hospital Workers' Housing Co-operative Inc.

Approved by the Board of Directors on April 25, 2007
Moved by Jennifer Skalenda, seconded by Cecilia Kong-Wanzle

Eligibility Criteria for Transfer

- Applicant must be a member of Hospital Workers' Housing Co-operative Inc. for not less than 3 years.
- Applicant's record must be in a good standing and have no arrears.
- Under/over-housed in accordance with the current occupancy standards (For RGI members).
- **RGI members** must be appropriately housed according to the government guidelines. If a household becomes over-housed because a member(s) of the household permanently leaves the unit, they must be placed on the internal waiting list for the transfer to an appropriately sized unit. If the appropriately sized unit will not become available within the 24-month period members will be referred to the centralized waiting list in accordance with the local related rules. If affected members refuse to transfer in accordance with the rules under the SHRA 2000, they will no longer qualify for subsidy assistance.

Victims of family violence, seeking transfers, will be considered on a priority basis. In certain situations they should be referred to Toronto Social Housing Connections, where they may be considered as applicants for special priority status.

Conditions for Transfer Approval

- good housing charges paying history (minimum of previous one year)
- no outstanding charges: invoices, Minutes of Settlement, NSF charges, arrears
- current unit will be left in good condition meeting the co-op standards as stipulated in the By-Laws
- lateral transfers are not permitted, eg. 2 bedroom to 2 bedroom

Processing Transfer Requests

- The member or administration staff may identify the need for a transfer. Staff can initiate the transfer process only if a member receiving subsidy assistance is overhoused (based on the government guidelines).
- Transfer application must be completed and signed by all members of the household who signed the Occupancy Agreement.
- Eligible members will be offered the first available unit of appropriate size. In case of refusals, upon the 3rd refusal the transfer application will be moved to the bottom of the waiting list.
- The transfer waiting list will be arranged on a "first come first serve basis" with the consideration given for the date of the **original** Rental Application.
- Transfers must be approved by the Board of Directors.