



## Durham Community Housing Directives

Housing Services Division | Financial Housing Services  
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<b>Subject:</b>	<b>Transfer Applications</b>
<b>Directive Number:</b>	<b>CWL 2019-02</b>
<b>Date:</b>	<b>December 20, 2019</b>

### Purpose

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Set out the rules and procedures for rent-gear-to-income (RGI) or modified housing tenants and co-op members requesting transfer to another unit.

### Background

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Rent-gear-to-income (RGI) tenants and co-op members that want to transfer to a different RGI or modified unit must submit their request to their housing provider. The housing provider will determine if the request is for:

- an internal transfer to another unit with the same housing provider
- a transfer through Durham Access to Social Housing (DASH)
- an expedited transfer to another housing provider.

When a housing provider has a vacant RGI or modified unit, they will always determine first if the vacancy should be filled from their internal transfer list prior to having it posted to the DASH Vacancies Site.

Transfer applicants are normally placed on the DASH wait list according to the date they requested the transfer, with the following exceptions:

- overhoused RGI tenants and co-op members are placed on the DASH wait list according to the date they were first overhoused, and will be offered housing before all other applicants on the DASH wait list – unless there is an SPP applicant at the current property also requesting transfer.
- RGI tenants and co-op members eligible for special priority (SPP) will be placed on the DASH wait list according to the date that they requested priority and will be selected for transfer from within the SPP category.

RGI tenants and co-op members requesting transfer will receive only one offer to transfer before they are removed from the DASH wait list. Overhoused tenants and co-op members will also lose RGI eligibility after one offer. DASH may consider additional offers in extenuating circumstances.

## Internal Transfers

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RGI tenants or co-op members that want to transfer only to a unit with their current housing provider are requesting an internal transfer. Requests for internal transfers are considered according to the housing provider's internal transfer policy, by-law or rules. The housing provider is responsible for maintaining their own internal transfer wait list.

Housing providers should have internal transfer policies or by-laws to ensure that their decisions are fair and transparent. Internal transfer procedures and any related policy, bylaw or rule must ensure that RGI tenants or co-op members who are eligible for special priority status (SPP) have priority for transfer.

RGI tenants and co-op members who are not eligible for internal transfers under their providers' transfer policies may request to be added to the DASH wait list.

RGI tenants and co-op members may be on both the internal transfer list and the DASH wait list at the same time.

## DASH Transfers

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RGI tenants or co-op members who want to transfer to a different housing provider must complete the [Transfer Application](#) form and submit it to their current housing provider. If an RGI tenant or co-op member is ineligible for transfer under their provider's internal transfer policy, they may also request to be added to the DASH wait list for transfer.

The housing provider is responsible for forwarding the [Transfer Application](#) form to DASH. If DASH receives a [Transfer Application](#) form directly from a current community housing tenant or co-op member, DASH will contact the housing provider to determine how to proceed. The housing provider will determine if the applicant is eligible for an internal transfer or if they should be added to the DASH wait list.

When an RGI tenant or co-op member returns the [Transfer Application](#) form to their housing provider, the provider will:

- review the form for completeness
- complete the "To be completed by housing provider" section of the form
- send the form to DASH
- keep track of all current RGI tenants or co-op members who have made applications for transfer to DASH.

The [Transfer Application](#) form is available in the Resources for Community Housing Providers section on the Region of Durham website.

With the exception of RGI tenants or co-op members who are overhoused or eligible for special priority (SPP), transfer applicants are placed on the DASH wait list without priority according to the date that they requested the transfer.

RGI tenants or co-op members on the DASH wait list for transfer will be given one offer to transfer. If they refuse an offer to transfer, they will be removed from the DASH wait list, but will retain their RGI eligibility in their current unit. If they wish to reapply, they will be given a new application date for ranking on the DASH wait list. This rule does not apply to overhoused RGI tenants or co-op members.

Housing providers must notify DASH if an RGI tenant or co-op member is on the DASH wait list for transfer and:

- no longer wants to transfer or is no longer required to transfer
- moves out
- is no longer eligible for RGI
- accepts an offer of an internal transfer
- refuses an offer of an internal transfer
- there are changes to telephone numbers or other contact information.

Housing providers should communicate with DASH using the online [Notice to DASH – Tenant and Co-op Members Changes](#) in the Resources for Community Housing Providers section on the Region of Durham’s website.

## **Expedited Transfers to Other Housing Providers**

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Housing providers may transfer an RGI tenant or co-op member to another housing provider on an expedited basis with the agreement of the receiving housing provider and the Housing Services Division.

Expedited transfers are not posted to the DASH Vacancies Site. Housing providers requesting approval of an expedited transfer must contact the Housing Services Division for approval, including the reasons for the expedited request.

DASH transfer applicants with SPP status have priority over expedited transfers. The Housing Services Division will confirm with DASH that there are no SPP transfer applicants requiring transfer out of the current provider before approving an expedited transfer. SPP transfer requests may also be considered for expedited transfer.

## Arrears

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Tenants or co-op members with current or past arrears will not normally be placed on the DASH wait list for transfer until their arrears have been paid.

Housing providers who want an exception to this rule should indicate the reasons on the [Transfer Application](#) form.

This rule does not apply to RGI tenants or co-op members who are required to move to a smaller unit because they are overhoused.

## Overhoused Transfers

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Overhoused RGI tenants and co-op members are not required to transfer to smaller units until they have been overhoused for 12 consecutive months. However, they may choose to move at any time. Housing providers may offer transfers during this time at their sole discretion in accordance with their internal transfer policies.

Once an RGI tenant or co-op member has been overhoused for 12 consecutive months, the housing provider will review to determine if they are:

- required to be placed on the DASH wait list to move to a smaller unit
- temporarily deferred from being placed on the DASH wait list
- indefinitely eligible to remain in their current RGI unit (subject to regular annual review).

If the provider has determined that the overhoused RGI tenant or co-op member is required to move to a smaller unit, the housing provider is responsible for adding them to the DASH wait list.

An overhoused RGI tenant or co-op member may remain on the current housing provider's internal transfer list at the sole discretion of the housing provider while also on the DASH wait list for transfer.

Overhoused RGI tenants and co-op members are placed on the DASH wait list according to the date they were first overhoused and will be referred to housing providers before all other applicants on the DASH wait list – unless there is an SPP applicant at the current property also requesting transfer.

Overhoused RGI tenants and co-op members on the DASH wait list who refuse an offer of housing after 12 months are ineligible for RGI. This includes internal transfer offers made after 12 months.

## Special Priority (SPP)

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An RGI tenant or co-op member may request special priority (SPP) for transfer due to:

- human trafficking
- current abuse by someone they are living with
- separation within the last three months from someone who was abusing them.

Tenants or co-op members that are eligible for SPP have priority on the internal transfer list, on the DASH list, and for expedited transfer.

### Internal Transfers

If a tenant or co-op member requests SPP status for an internal transfer, and the housing provider intends to offer the next available unit to the tenant or co-op member regardless of their status, no SPP assessment is required.

If the provider cannot determine if the tenant or co-op member should receive immediate priority on their internal transfer list, they must have SPP assessed by DASH. This may occur when:

- there are other applicants on the housing provider's internal transfer list
- the tenant or co-op member is only eligible for transfer under the housing provider's internal transfer policy if they are eligible for SPP.

To have DASH assess for SPP eligibility, the provider will notify DASH of the following:

- the RGI tenant or co-op member is on the internal transfer list
- the RGI tenant or co-op member is requesting SPP
- confirmation that the tenant or co-op member lived with the abusive person (which may or may not have been previously approved by the housing provider) or a statement that they cannot confirm co-residency
- the housing provider's understanding of the relationship of the tenant or co-op member to the abusive person.

If the tenant or co-op member requests, the housing provider may complete Part C: Verification Record and the letter of support for the tenant or co-op member's application. In this case, the housing provider will also forward the SPP Application Package to DASH on the tenant or co-op member's behalf.

DASH will send the tenant or co-op member an SPP application and notify them and housing provider of the outcome of the application. The housing provider may assist the tenant or co-op member with the SPP application if the tenant or co-op member requests this.

If the tenant or co-op member is granted SPP status, the housing provider will place them on their internal transfer list ahead of all applicants without SPP status. If the housing provider has more than one tenant or co-op member with SPP status requesting an internal transfer, they are ranked according to their date of application for SPP on the internal transfer list.

### **DASH Transfers**

When a housing provider forwards a [Transfer Application](#) form to DASH and the tenant or co-op member has indicated that they want to be considered for SPP due to abuse, the housing provider will include:

- confirmation that the tenant or co-op member lived with the abusive person (which may or may not have been previously approved by the housing provider) or a statement that they cannot confirm co-residency
- the housing provider's understanding of the relationship of the tenant or co-op member to the abusive person.

### **Expedited Transfers to Other Housing Providers**

DASH transfer applicants with SPP status have priority over expedited transfers. The Housing Services Division will confirm with DASH that there are no SPP transfer applicants requiring transfer out of the current provider before approving an expedited transfer. SPP transfer requests may also be considered for expedited transfer.

## **Modified Units**

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Tenants or co-op members that want to transfer to a modified unit must provide verification of the need for the modified unit. If the tenant or co-op member is to be placed on the DASH wait list, the housing provider should detail the needs for the modification on the [Transfer Application](#) and attach verification for DASH.

If the tenant or co-op member is already in a modified unit, they do not need to provide new verification unless the need for the modifications has changed.

## **Offers and Transfers**

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DASH will notify the current housing provider when an RGI tenant or co-op member on the wait list for transfer is referred to another housing provider. DASH will also notify the current housing provider of the outcome of the referral, including the move-in date if the offer is accepted.

## **Effective Date**

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This directive comes into effect on January 1, 2020.

## **Repealed Rules**

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This directive replaces Durham Social Housing Directive CWL 2018-03 Transfer Applications.

## **Legislative Authority**

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Ontario Regulation 367/11, s. 46, 46.1, 47