

Internal Review Policy

The Richview Baptist Foundation does not allow internal transfers based on preference of apartment or location. However, in compliance with the requirements of the HSA, there will be circumstances where internal transfers are required related to occupancy standards and RGI availability. The Foundation will also process internal transfer requests where medical or personal needs merit. Unless a household is over-housed, they must have lived in their current unit for at least one year to be eligible for consideration for internal transfer.

**Special priority status now solely determined by Housing Connections – guideline2008-2*

1. The Foundation will arrange internal transfers only for tenants who are over-housed, or urgently need a different unit based on verified medical or personal requirements.
2. To apply for an Internal Transfer, tenants must be in “good standing” and must submit a detailed request in writing to their current Housing Coordinator. The request must include name, address and phone contact of the Tenant and any household members, length of time in current apartment, reason for requesting transfer, type and size of unit requested, signature and date submitted.
3. If the Foundation is requiring that the tenant transfer based on the fact that they are over-housed (for example, a single person now living in a two bedroom unit, following the passing of another household member), the Housing Coordinator will require the same written request from the Tenant as outlined above.
4. 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 the non-profit (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.
5. The Housing Coordinator will:
 - confirm the household is eligible/ineligible for a transfer, based on local occupancy standards and eligibility requirements
 - inform the tenant of his/her decision.

6. Each Housing Coordinator will maintain an internal transfer for their respective building, utilizing the eligible written requests they receive. The internal waiting list information will be shared with the other Housing Coordinator respectively if the request for transfer involves a request to transfer between the Kipling and Clement Buildings. *However, it should be noted that the requirements of the Operating Agreement (Clement) and the HSA (Kipling) are different relative to internal transfers and RGI targets.*

7. Over-housed tenants will be placed at the top of the internal waiting list in the order of the date they applied to move into Richview Residence. Although the over-housed rule applies by law only to RGI tenants, due to limited two bedroom units, the rule will apply to both RGI *and Market* tenants who become over-housed at Richview Residence.

8. Tenants must report any change in household size in writing (see above) to the Housing Coordinator within 30 business days(City Guideline 2008-3) of the change. The Housing Coordinator will add any over-housed households to the internal waiting list, and will tell the household in writing. If Richview Residence 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 centralized Housing Connections waiting list. (See City Guideline # 2012-1)

9. Over-housed tenants will be offered a unit as they become available within twelve months of the change in household size. The over-housed tenant must transfer by accepting an appropriate sized unit within one year of the change in household size. However, if the tenant receives rent-gear-to-income subsidy, they will be placed on the central Housing Connections 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.

10. After over-housed tenants, households with an urgent need to move will be offered units in order of their application date for a transfer.

These needs include:

- 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.(Medical documentation is required.)

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."

11. Households who have more than two household members per bedroom or who have opposite-sex household members other than spouses sharing bedrooms are considered under-housed and may be eligible for a larger unit. They must request, in writing (see PPM 2.16.2 above), an internal transfer. When eligibility is confirmed, they will be placed on the internal waiting list after over-housed and priority households, in the order they applied for a larger unit.

12. The Housing Coordinator will offer a vacant unit to households on the internal transfer list in the order they appear on the waiting list. Tenants will have 24 hours to decide whether to accept the unit.

13. The Foundation will ensure the unit meets maintenance and safety standards, and that all electrical and plumbing fixtures are in good working order. Richview Residence may choose not to paint the unit, do minor patching, or make decorative changes to the unit. *However, a charge to assist in painting the unit or making decorative changes (not to exceed \$250.00) may be applied only in the unusual event that the internal transfer was requested by the tenant and allowed by the Housing Coordinator.*

14. Tenants can request a review of the Housing Coordinator's decision to declare the household to be special needs or over-housed.

To appeal the decision, the tenant must write to the Housing Coordinator within 20 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 Review Committee.

Reviews will be handled following the Review Committee's normal procedure. (See PPM 2.28). All decisions of the Review Committee are final.

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

15. Over-housed households lose eligibility for RGI when they refuse three offers on the internal list OR the centralized waiting list. Over-housed individuals cannot lose eligibility for RGI housing during the first year after being notified by the Housing Provider that they are over-housed(See City Guideline 2012-1). Housing Providers must not record a household's refusal of an offer for the same unit more than once(City Guideline 2010-7). This rule does not apply to special needs households. A special needs household that meets the occupancy standards when they move in does not have to move if they become over-housed later.

16. Over-housed households are no longer removed from the internal transfer list after 12 months (January 2006 Social Housing Unit "Exchange").

17. After fulfilling provincial access priorities for over-housed, Richview Residence can choose to offer a unit to either an internal or external applicant.