

**ITEM 13 – TENANT TRANSFER POLICY**

DEPUTATION

Lindsey has done a thorough review of this policy, ensuring consultations with all of the stakeholders, from the Tenants who use it to the staff who apply it, including R-Path ensured the Accessibility Lens was applied throughout the Policy.

I appreciate the creation of a Transfer Review Committee, this is new, giving tenants the option to request a review if their transfer is denied.

I am asking today for 2 specific changes to the policy. The intent is to ensure that Tenants have everything they need to know within the policy when a transfer may be necessary.

Probably not a day goes by that a tenant doesn't ask for a General Transfer from one unit to another. This is the right time to include language in the Tenant Transfer Policy around General Transfer requests.

**On Page 2 of the Policy:**

The first 2 paragraphs indicate "This Policy does not apply to relocation ... This policy does not apply to Agency tenants ...

I would like to recommend TCHC include the same language they used in a previous TSC Report Q1/24 around General Transfers. This is the TCHC excerpt from that report, in bold:

**This policy does not apply to Tenants wishing to transfer for Non-Priority Reasons. Tenants are directed to the Centralized Waitlist through Access to Housing at the City of Toronto.** *(perhaps include the link).*

It makes sense to include this language in the Tenant Transfer Policy. In doing so, TCHC will be educating tenants in writing, TCHC does not facilitate General Transfer requests. This will alleviate some of the anger tenants direct towards TCHC staff when they ask for a General Transfer.

The second recommendation relates to households where a tenant has moved out of a unit and the remaining tenant is then considered "over housed" and would need to be "right sized". We know there are exceptions where a tenant

could remain in the unit if they find an additional tenant who qualifies for social housing.

I can't tell you how important it is for Tenants to be aware of this option when they become Overhoused. This scenario plays out regularly in our communities, particularly with Parents, Grandparents and Seniors who may have lived in their unit and community for many, many years and don't want to be forced to move.

### **On Page 6 of the Policy, Overhoused**

Under the existing paragraph – include the exact same language TCHC used in the previous TSC report Q1/24: This is the TCHC excerpt from that report in bold:

**“Tenants have the option to request an exception to continue residing in their current unit through 2 existing processes, both of which are set out in the City’s RGI Administration Manual.**

**Request for Additional Bedroom process: If a household is too small by only one bedroom, they may apply to add someone to the household, so they are eligible for an additional bedroom.**

**Upon approval, this adjustment deems the household “right-sized”, resolving the Overhoused Status.**

**Addition to the Household process: Any additions to the household must comply with the Housing Services Act and undergo assessment based on TCHC’s existing *Addition to the Household process*.**

There is no risk to including TCHC language from a prior report to better educate tenants who may be in need of a Transfer.

I am asking TCHC Management to consider including these 2 important pieces of information in the Tenant Transfer Policy, and for the Board of Directors to acknowledge including it will better serve both the needs of Tenants and staff.

Thank you for your consideration.

Catherine Wilkinson