

Rule # 07-2017

Internal Transfer Request

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Originally Approved: May 2017

Revision Date: September 17th, 2019

Authority

Under the authority of the Housing Services Act, 2011 (HSA) and its Regulations, each Service Manager is required to develop Local Rules. The Service Manager procedures and requirements in the Local Rule are to be implemented by all Housing Providers in Cornwall and Stormont, Dundas and Glengarry operating under the *Housing Services Act, 2011*.

Intent

The City of Cornwall, as the Service Manager for the City of Cornwall and the United Counties of Stormont, Dundas and Glengarry (SD&G), will establish an Internal Transfer Request Local Rule. This Local Rule is to be followed by the Housing Providers as an avenue for dealing with internal transfer requests.

Even though it is not a requirement of the Housing Services Act (HSA), each Housing Provider will maintain a board-approved internal transfer list (definition: this waiting list is kept by a Housing Provider for households wishing/required to transfer within a housing project or between housing projects owned by that provider) in order to accommodate requests for transfers from in-situ tenants. A Provider's policy needs to be effective, transparent and applied to ALL tenants in a consistent manner. Providers need to ensure their internal transfer policy is not discriminatory.

Local Rule

Procedure:

The HSA allows Housing Providers to use their internal transfer list first, to fill vacant units. Special priority households requesting internal transfers (which will be more common for housing providers with more than one project) will have the highest priority on the list. After that Providers can set their own rules about who else may qualify to make a request for an internal transfer.

If a client's request does not fall within the internal transfer rules, set by the Provider, then that tenant **will not** be permitted to request a new application from the Housing Access Centre Registry to include units by their current Provider.

New applications will only be permitted if, after the tenant has been added to an internal transfer list, they also wish to request additional locations beyond those under the purview of their current Provider. In this instance a tenant may be on an internal transfer list with their current Provider as well as the waitlist with the Registry.

If the tenant is denied a request for transfer by their current Provider, they will not be permitted to complete a new application, with the Registry, requesting units that are already under the purview of the current provider nor will they be allowed to appeal the decision with the Service Manager.

Overhoused households continue to be eligible for RGI assistance until at least a year after the household has been notified of their status. Before taking any action, the household must be notified that you have decided they are overhoused, After one year, following the date of notice, the overhoused household must be following the service manager's process (as per above) or risk losing their subsidy.

Current Tenants (Market to RGI)

If a household requires a subsidy in the future, they must reapply for RGI through the centralized waiting list. If they wish to stay in the same housing project, the service manager may give their application priority.

If approval is granted and Service Levels Standards are greater than current levels, the Provider will ensure that subsequent vacancies are filled with market tenants until service level standards are brought back in line.



Social Housing Division

Local Rules



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References

*Housing Services Act, 2011, sections 42 & 43
O. Reg. 367/11, section 38*

Local Audit Requirements	
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Completed by:	Mellissa Morgan	 Signature	Date: September 17 th , 2019
Approved by:	Stacey Ferguson	 Signature	Date: September 17 th , 2019