

---

**Subject: Housing Provider Internal Transfer Policy Requirement**

**Date: January 01, 2021**

**Replaces: April 01, 2018**

---

**Applicable to** The policy and procedures contained in this document apply to the following:

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Co-operatives                  | <input type="checkbox"/> Federal Non-Profit            |
| <input checked="" type="checkbox"/> Municipal & Private Non-Profit | <input type="checkbox"/> Peel Access to Housing (PATH) |
| <input checked="" type="checkbox"/> Rent Supplement*               |  |
- \*incl. former OCHAP/CSHP
- 

**Content** This document contains the following:

<a href="#">Purpose</a>
<a href="#">Legislative requirements</a>
<a href="#">Duty to accommodate</a>
<a href="#">Policy requirements</a>
<a href="#">Eligibility criteria</a>
<a href="#">Internal wait list and placement</a>
<a href="#">Resources</a>
<a href="#">Questions</a>

---

**Purpose** The purpose of this document is to:

- inform housing providers of their requirement to create and post an internal transfer policy for tenant/members (i.e. for co-ops this includes as part of the by-law book), and
  - provide some recommendations around what information can be included in the policy.
- 

**Legislative requirements** As per O. Reg. 367/11 (s. 47), a housing provider can select a household in receipt of rent-geared-to-income (RGI) assistance and has requested a transfer to another unit operated by the same housing provider.

---

---

Should the housing provider select a household from the internal transfer list, the housing provider must select a household in chronological order, based on the request for the internal transfer date, and in order of priority:

- special priority households
- overhoused households
- non-priority, if applicable

The housing provider should also adhere to occupancy standards as outlined in the HSA and [Occupancy Standards](#) HIP.

---

**Duty to Accommodate**

Under the *Human Rights Code* (HRC) housing providers have a “duty to accommodate” persons with disabilities.

---

**Policy requirements**

The Service Manager requires all housing providers create and post an internal transfer policy accessible to all tenants/members.

Households requesting an internal transfer due to a special priority request or a household deemed overhoused may need to be referred back to Housing Client Services depending on the household situation. See the [Victims of Family Violence \(VOFV\)](#) , [Victims of Human Trafficking \(VOHT\)](#) and [Overhoused](#) HIPs for more information.

**Internal Transfer Policy Content**

Each housing provider’s internal transfer policy should contain the following:

- A clear, fair, and transparent process for all tenants/members
  - Any eligibility criteria for requesting a transfer
  - Procedural steps the tenant/member must take when requesting a transfer
  - Details outlining the circumstances in which an administration fee would be charged, if applicable, not to exceed \$250 as per Residential Tenancies Act (RTA) for non-profit housing providers
  - A statement indicating that the client may request a review of the decision made by the housing provider regarding eligibility for an internal transfer, if the housing provider has an internal review policy
- 

**Eligibility criteria**

Each housing provider has the ability to develop their own eligibility criteria for tenants/members applying for an internal transfer. However, the eligibility criteria should be included in the internal transfer policy.

---

Some examples of eligibility criteria are as follows:

- The household must be in good standing and lived in the current unit for a minimum of one year
  - The household has not been given an eviction notice
  - The household does not owe any arrears
  - The household has paid rent on time for a stated amount of time
  - The household has no history of damage to the unit, disturbing neighbours, or harassing staff
- 

**Internal wait list and placement**

Housing providers are required to maintain an internal wait list.

Households requesting a transfer will be ordered based on the following priorities:

- special priority household
- overhoused household
- non-priority, if applicable

Each household will then be ordered chronologically, within the priority category, based on the transfer request date.

**Note:** Special needs housing requests should be referred to Housing Client Services unless the housing provider is designated as a special needs administrator.

When a unit becomes available, only households eligible for the unit size will be offered the unit from the internal transfer list. Refer to the [Occupancy Standards](#) HIP for more information.

---

**Resources**

[Internal transfer policy template](#) – Ontario Non-Profit Housing Association – Administrative Handbook  
[Membership Approval and Unit Allocation By-law](#) – CHF Canada

---

**Questions**

If you have any questions please contact your Housing Specialist.

---