

# Directive

## Directive: Internal Transfers

**Issue Date:** December 7, 2009

**Directive No.:** 2014- 12

**Revision Date:** December 17, 2014

**Replaces No.:** 2009-17

**Applicable Policy:** Internal Transfer Policy

**Type:** Legislative/Operational

*The policies and procedures in this Directive are to be implemented by Housing Providers/Cooperatives funded by the Municipality under the following programs.*

### Provincial Non-Profit Housing Providers

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Gananoque Family Housing                      | <input checked="" type="checkbox"/> Gananoque Housing Inc.                           |
| <input checked="" type="checkbox"/> Legion Village 96 Seniors Residence           | <input checked="" type="checkbox"/> Twp. of Bastard & South Burgess Housing Corp.    |
| <input checked="" type="checkbox"/> Brockville Municipal Non-Profit Housing Corp. | <input checked="" type="checkbox"/> South Crosby Non-Profit Housing Corp. – Pineview |

### Federal Non-Profit Housing Providers

- |   |   |
|---|---|
| <input type="checkbox"/> Athens & District Non-Profit Housing Providers | <input type="checkbox"/> Marguerita Residence Corp.                           |
| <input type="checkbox"/> Gananoque Housing Inc.                         | <input type="checkbox"/> South Crosby Non-Profit Housing Corp. – Rideau Lakes |

### Federal/Provincial Cooperative Housing

- Shepherds Green Cooperative Homes Inc.

### Affordable Housing Providers

- |  |   |
|--|---|
| <input type="checkbox"/> Elgin Seniors Housing Development | <input type="checkbox"/> 2049515 Ontario Inc. |
| <input type="checkbox"/> UCLG Housing Department           |   |

### Housing Providers

- |   |  |
|---|--|
| <input type="checkbox"/> Housing Department | <input type="checkbox"/> Rent Supplement Program |
|---|--|

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**BACKGROUND**

All social housing providers subject to the *Housing Services Act, 2011* (HSA) must establish an internal transfer policy which complies with the Act and its regulations. An internal transfer policy allows a housing provider to select a household already receiving rent-geared-to-income (RGI) assistance and occupying another unit operated by the housing provider, if the household has requested a transfer. As service manager, the United Counties of Leeds and Grenville has also established local rules for overhoused households (i.e. the household occupies a unit that is larger than the allowable unit size under local Occupancy Standards).

**PURPOSE**

This directive highlights the rules for overhoused households and communicates the requirement for housing providers to establish an internal transfer policy.

**ACTION TO BE TAKEN**

Housing providers shall establish an internal transfer policy, approved by the Board of Directors and available to the service manager upon request. An internal transfer policy allows a housing provider to fill a vacancy with a household already receiving RGI assistance in another unit operated by the housing provider, rather than selecting an applicant household from the centralized waiting list. Legislative requirements under the Act and its regulations for internal transfers are as follows:

- The household being transferred must continue to be eligible for RGI assistance and must meet the occupancy standards for the unit the household will be transferred to.
- Households must have a verified medical condition or disability to qualify for a transfer to a modified unit.

The following rules are specific to households receiving RGI assistance that have been determined to be overhoused (i.e. the occupied unit is larger than the largest unit that the household qualifies for under local occupancy standards).

1. Overhoused households must be eligible to receive RGI assistance for the eligible unit size as per local occupancy standards. Total household income less any excluded income for the purpose of calculating RGI payable shall be equal to or less than the household income limit (HIL) as set out in Schedule 2 of O. Reg. 370/11. If income is above the HIL for the eligible unit size, send Notice - Overhoused and Income Above HIL (Appendix A).

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**ACTION TO BE TAKEN**

2. The overhoused household shall be notified that they are overhoused and may choose to be added to the provider's internal transfer list and/or to the centralized waiting list. Send Notice – Overhoused (Appendix B) and Building Selection form (Appendix C). Note: If the provider does not have the eligible unit size in their portfolio, the household will need to be added to the centralized waiting list immediately. Send Notice – Overhoused and No Eligible Unit Size (Appendix D) and Building Selection form.
3. An overhoused household refusing any offers to transfer may **not** be determined ineligible for RGI assistance for **at least one year** after being notified they are overhoused.
4. Households remaining overhoused for more than one year must be included on the centralized waiting list and must select a minimum of **three** preferred locations. Household may be determined ineligible for RGI assistance after three refusals. Send
5. Notice – Move to Centralized Waiting List (Appendix E).

**APPENDICES**

A.....Notice - Overhoused and Income Above HIL

B.....Notice – Overhoused Determination

C.....Building Selection (form)

D.....Notice – Overhoused and No Eligible Unit Size

E.....Notice – Move to Centralized Waiting List

**LEGISLATION**

*Housing Services Act*, 2011 s. 42, 43, 47, 59 – 63, 65 – 66

O. Reg. 376/11 s. 48

If you have any questions, please contact the following:

**Chris Morrison, Manager, Housing Department**

**Phone: (613) 342-3840 ext. 2328**

**E-mail: [Chris.Morrison@uclg.on.ca](mailto:Chris.Morrison@uclg.on.ca)**

**Fax: (613) 342-8908**



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**Chris Morrison, Manager  
Housing Department**



**Date**