

Directive

Directive: Internal Transfer

Issue Date: December 7, 2009

Directive No.: DIR2026-03

Revision Date: February 1, 2026

Replaces No.: DIR2014-12

Applicable Policy: Internal Transfer Policy

Type: Legislation/Operational

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

Applicable Housing Providers

Provincial Non-Profit Housing Providers

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

Federal/Provincial Cooperative Housing

- Shepherds Green Cooperative Homes Inc.

Housing Providers with Rent-Geared-to-Income Service Agreements

- Athens & District Non-Profit Housing (RGI Service Agreement)
- Gananoque Housing Inc. (RGI Service Agreement)
- Marguerita Residence Corp. (RGI Service Agreement)

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South Crosby Non-Profit Housing Corp. – Rideau Lakes Apartments (RGI Service Agreement)

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

The purpose of this directive is to establish a consistent and equitable method of processing requests for internal transfers from one rent-geared-to-income (RGI) unit to another RGI unit within the same public housing portfolio. It is also intended to balance the needs of applicants waiting to be housed with requests to transfer from tenants already housed.

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:

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

In addition, Legislation requires that Special Priority Status households on the Internal Transfer list are housed first, chronologically based on the completed and approved Request for Internal Transfer date. Special Priority Status is determined by the Centralized Waitlist and all requests should be forwarded to Social Housing.

The Housing providers may determine other categories and assign ranking order to fill vacancies when there are no Special Priority Status or Overhoused households on the Internal Transfer List.

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
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).

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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. If a household fails to select three preferred locations, the household will be placed on all waitlist in the same location where they are eligible. Housing providers must provide their overhoused household list with the Social Housing Registry. Send Notice - Move to Centralized Waiting List (Appendix E).

Reference

Internal Transfer Policy HDPOL20 available upon request

Appendices

A.... Notice – Overhoused and Income Above HIL (letter)

B....Notice – Overhoused Determination (letter)

C.... Building Selection Form

D.... Notice – Overhoused and No Eligible Unit Size (letter)

F.... Notice – Move to Centralized Waiting List (letter)

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Legislation

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

O. Reg. 376/11 s. 48

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February 4, 2026

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Date