



Tenant Assistance Package

Updated December 2022

This package includes:

- ☐ Instructions for Applicant
- ☐ Tenant Assistance Policy
- ☐ Tenant Assistance Plan, including:
 - Appendix A: Current Occupant Information and Rent Rolls
 - Appendix B: Tenant Correspondence & Requests for Assistance
 - Appendix C: Freedom of Information and Protection of Privacy Act Guidelines
- ☐ Tenant Request for Assistance Form
- ☐ Sample Letter to Tenants
- ☐ Tenant Relocation Guide
- ☐ Final Tenant Assistance Report

Instructions for Applicant

Step 1: Pre-Application

☐ Review applicable policies

- Review the rights and responsibilities of landlords and tenants as set out in the provincially regulated [Residential Tenancy Act](#).
- Review the City of Victoria's [Tenant Assistance Policy](#) and all documents in the Tenant Assistance Package.
- Determine tenant eligibility according to the *Tenant Assistance Policy* (3.2).

☐ Pre-application meeting with City Housing Policy Staff

- It is recommended that applicants request a pre-application meeting with City Housing Policy Staff to understand the policy as it will apply to your project. Contact Housing Policy Staff at housing@victoria.ca to set up a meeting.

☐ Begin communicating with tenants and developing a Draft Tenant Assistance Plan (TAP)

- Inform tenants of the intent to redevelop, in writing, if you haven't already done so. Consider using the *Sample Letter* provided in this package. Meeting with tenants in person is highly recommended.
- Please share these documents with tenants:
 - *Tenant Assistance Policy*
 - First draft of the *Tenant Assistance Plan (TAP)*
 - *Tenant Request for Assistance Form*Allow tenants adequate time to ask questions and to carefully consider their responses. It is important that tenants understand the minimum policy expectations and be provided with an opportunity to request additional assistance.
- The party responsible for gathering tenant information must sign the *Freedom of Information and Protection of Privacy Act Guidelines* (Appendix C to the Plan) and submit as part of the TAP.
- Make the [Tenant Relocation Guide](#) available to tenants, and point them to the [City website](#) with information for tenants.

Step 2: Tenant Assistance Plan Submission

- ❑ **Submit the Draft TAP in advance of or with the rezoning application, including all Appendices, directly to housing@victoria.ca. Do not submit the TAP to the Development Services counter.**
 - Housing Policy Staff require submission of written correspondence from tenants, including completed Tenant Request for Assistance Forms, in order to confirm that policy expectations have been met.
 - Housing Policy Staff will provide comments on the draft TAP. If needed, applicant will revise and resubmit the TAP to address staff comments. The applicant is responsible for keeping tenants informed about significant changes that impact them throughout this process.
 - Share the Final TAP with tenants and inform them that this plan will be attached to a staff report for Council consideration (excluding any Appendices, to protect the privacy of tenants).

Step 3: Development Approvals

- ❑ **Notify tenants that the TAP has been approved.**
 - Once your rezoning/development application and TAP have been approved, notify your tenants and confirm details of the approved plan.

Step 4: Implementation

- ❑ **Give notice and implement plan**
 - Follow the Residential Tenancy Act legislation when issuing notice to end tenancy, and complete all steps in your TAP.

Step 5: Final Report Submission

- ❑ **Submit the Final Tenant Assistance Report**
 - Prior to Occupancy Permit issuance, submit the [Final Tenant Assistance Report](#) to inform the City of how the plan was completed.



Tenant Assistance Policy

Victoria Housing Strategy 2016 – 2025

1.0 Introduction

1.1 Victoria Renters

Renters account for a significant portion of the City of Victoria's population and are an important part of the City's social fabric.

Many of the renters live in older and lower-density rental stock, where over 80% of which were built in the 1960s and 1970s¹. With a proportionally high percentage of renters in the City, (61% of the total population)² this rental stock is a vital component of the City's overall supply of rental housing, with rental rates that are often lower than market average.

Renting also allows for median income households to live in Victoria. The median annual income of renters is \$44,165, significantly lower than that of homeowners (\$80,986)³.

1.2 Rental Housing Challenges

A healthy vacancy rate for a city is considered to be between three to five percent. With Victoria's growing population, high demand for rental housing, and low vacancy rate (1.0%)⁴, combined with limited increases in income and limited new supply of purpose-built rental housing in recent decades, the cost of housing for renters is not sustainable and continues to increase. Not only has the cost of renting increased but so too has cost of home ownership, creating even more challenges for many households to purchase a home. The impact of higher home ownership costs is that households that would have previously sought to buy a home are opting to rent, putting additional pressure on the rental market. While renters at every income level have experienced a dramatic increase in rents over the past number of years, the impact has been felt most acutely by those on fixed or low incomes and single person households, such as seniors, low-income families, single parents, and low wage workers.

The demolition and replacement of rental buildings results in the displacement of tenants, an issue that is exacerbated by significantly higher rents in new buildings. Lack of affordable housing, especially affordable rental stock, is a significant factor that contributes to relatively high levels of homelessness in the city, with significant social and economic costs and impacts. Any loss of rental stock and displacement of existing tenants, especially tenants with additional assistance needs, is a serious challenge.

¹ Market Rental Revitalization Report 2018

² Statistics Canada Census 2016

³ Statistics Canada Census 2016

⁴ CMHC Rental Market Report 2021

1.3 Policy Intent

The Tenant Assistance Policy has been developed to help mitigate the potential impacts of displacement on tenants by providing guidelines for developers and property owners to provide additional supports for tenants who are displaced as a result of major renovations or redevelopment.

2.0 Role of British Columbia Residential Tenancy Act

British Columbia's Residential Tenancy Act (RTA) regulates all tenancy agreements in residential units across the province. The Tenant Assistance Policy and Guidelines are intended to augment the RTA and address challenges unique to Victoria. While these Guidelines outline some of the requirements for tenant support included in the RTA, they are not a comprehensive nor complete guide. In some instances, the RTA outlines penalties for non-compliance for items both included in these guidelines and omitted. It is important that both landlords and tenants understand their rights and responsibilities under the RTA.

For more information on residential tenancy policy and guidelines, please refer to the Provincial Government's [Tenancy Policy Guidelines](#).

2.1 Notice to End Tenancies

The RTA sets out minimum notice that a landlord must give tenants to move out in case of renovations to or demolition of an existing building. A landlord may issue a *Notice to End Tenancy* only after all necessary permits have been issued by the City. In addition, landlords must give four months' notice to end tenancies for renovation, demolition, and conversions. Tenants have 30 days to dispute the notice.

For more information, please refer to the [Landlord Notice to End Tenancy](#).

2.2 Renovations and Repairs

Under the RTA, renovations and repairs must be so extensive that they require the unit to be empty for them to take place, and the only way to achieve the necessary emptiness or vacancy is by terminating a tenancy. The RTA and associated guidelines provide specific guidance pertaining to whether a landlord may end a tenancy to undertake renovations or repairs to a rental unit.

For more information, please refer to [Ending a Tenancy for Landlord's use of Property](#).

2.3 Right of First Refusal

In instances of renovations or repairs requiring vacancy, the RTA requires tenants be offered the right of first refusal to enter into a new tenancy agreement at a rent determined by the landlord. This right of first refusal applies only to a rental unit in a residential property containing 5 or more units, and there are financial penalties for non-compliance.

For more information, please refer to [Tenant Notice: Exercising Right of First Refusal](#).

3.0 Policy Target

The application of the Tenant Assistance Policy are as follows:

- The Tenant Assistance Policy is applicable to rezoning applications to redevelop or demolish any building that will result in loss of existing residential rental units.
- This policy offers best practice guidelines that can also be used by all applicants who are seeking to renovate or redevelop existing residential rental units.
- This policy is intended to guide applicants and City staff as part of the application process, but it is not intended to fetter Council's discretion when dealing with individual applications, each of which will be evaluated on its own merits.

3.1 Applicable Housing Types

The applicable housing types are as follows:

- *Market Rental Housing* – private rental housing with rent determined by the market
- *Non-Market or Social Housing* – housing that is rented at a price that is not set by market forces but set and controlled over time by some other means

For *missing middle* housing types, refer to section 6.0, *Tenant Assistance Plans for Missing Middle Housing Development*.

3.2 Eligible Tenants

Eligible Tenants are tenants who should be included in the Tenant Assistance Plan and includes all tenants who have resided in the building for one year or more at the time a rezoning application is submitted.

A tenant who has not resided in the property long enough to be an eligible tenant, including a tenant that moves into the property after the rezoning or development permit application is submitted to the City, is not required to be included in the Tenant Assistance Plan (but may be included at the applicant's discretion).

In cases where an eligible tenant moves out prior to receiving a Notice to End Tenancy from the landlord, they are still entitled to full financial compensation and the additional support they are eligible for under the Tenant Assistance Policy.

3.3 Developing a Tenant Assistance Plan

For any renovation or redevelopment that requires relocation of existing tenants, the property owner must create a Tenant Assistance Plan that addresses the following issues:

- Early communication with the tenants
- Appropriate compensation
- Relocation assistance
- Moving costs and assistance
- Right of First Refusal.

The City has developed a Tenant Assistance Plan template that is available for applicant use. The template includes the required FOIPPA section 27(2) privacy notification which should be identified for tenants.

3.4 Communication with Tenants

Applicants should communicate their intention to renovate or redevelop with tenants prior to submitting any application to the City and continue to communicate throughout the process. The Tenant Assistance Plan should be developed with input from tenants, and once finalized, the full plan should be communicated to tenants. Communication with tenants could include:

- A written letter or email sent by the applicants to all tenants outlining the proposed project and expected timeline
- Providing a primary point of contact for tenants
- Providing the City's *Frequently Asked Questions (FAQ)* handout sheet
- Providing a *Request for Tenant Assistance Form* to tenants to identify tenant assistance needs
- Informing tenants about the City's Tenant Assistance webpage and the Residential Tenancy Branch webpage
- Ongoing communication regarding the process of the development and tenant assistance process at each stage of the process (prior, during, and at the conclusion of the project) in the form of a meeting, letter, email, etc.

4.0 Tenant Assistance Plan for Market Rental Housing Development

The guidelines in this section are intended to be used for renovation or redevelopment in Market Rental Housing developments, as defined in section 3.1 Applicable Housing Types.

4.1 Compensation

Compensation should be given to displaced tenants. Compensation may take the form of free rent, a lump sum payment, or a combination of both.

For market rental housing, compensation is recommended to be based on length of tenancy at either:

- (1) The higher of CMHC average rent for the City of Victoria (as identified in CMHC's Annual Rental Market Report, adjusted annually and identified in Table 1 – *Rental Compensation*⁵, below) or the tenant's existing rent; or
- (2) Free rent in a different building

Table 1 - Rental Compensation⁵

CMHC Average Rent ⁶	Length of Tenancy
• Bachelor: \$1,024 • 1BR: \$1,205 • 2BR: \$1,580 • 3BR+: \$1,975	• Up to 5 years: 3 months' rent • 5 to 9 years: 4 months' rent • 10-19 years: 5 months' rent • 20+ years: 6 months' rent

⁵ Table 1 - Rental Compensation is provided for reference only. Applicants should consult the latest CMHC Rental Market Report for appropriate rent rates.

⁶ CMHC Rental Market Report 2021

For tenants receiving government or rental assistance where program eligibility is based on taxable income, such as BC Housing's Rental Assistance Program (RAP), Shelter Aid for Elderly Renters (SAFER), Income Assistance, Disability Assistance, etc., compensation in the form of free rent in a different building is preferable.

4.2 Moving Expenses and Assistance

One of two options should be provided to displaced tenants, at the discretion of the landlord:

- (1) An insured moving company may be hired by the applicant, with all arrangements and costs covered within Greater Victoria; or
- (2) Flat rate compensation (based on unit size) provided to the tenant at the rate of:
 - \$750 for bachelor and one-bedroom households
 - \$1,000 for two-bedroom households
 - \$1,250 for three or more -bedroom households

When a tenant is exercising the Right of First Refusal (Section 4.4), moving expenses should be provided for both the move out and return to the building.

Tenants may request moving compensation different than that proposed by the Landlord per item 7.0: Tenants Requiring Additional Assistance.

4.3 Relocation Assistance

Tenant Relocation Coordinator

An experienced Tenant Relocation Coordinator should be hired or appointed by property owner or landlord to assist tenants with finding alternative rental housing options. A roster of local Tenant Relocation Coordinators can be found on the City's webpage.

Once in place, the Tenant Relocation Coordinator's contact information should be posted within the building in a conspicuous location, and they should be contactable at regular and consistent hours.

Alternate Housing Options

At least three housing options should be presented to the tenant(s). The units should be:

- Comparable in terms of size, location, and rent amount (unless otherwise agreed to by tenant)
- Located in the Capital Regional District, with at least one in the same neighbourhood (unless the tenant has indicated preference for another location)
- Rent at no more than the Canadian Mortgage and Housing Corporation (CMHC) average rents for the City of Victoria, or at a rate comparable to the tenant's current rate if current rent is higher than CMHC average
- Tailored to the tenant wherever possible (e.g., pet friendly, accessible, smoke-free, etc.)

4.4 Right of First Refusal

Tenants should be offered the Right of First Refusal, which is the right for the tenant being displaced to return to the building once renovations or redevelopment is complete. Returning tenants should be offered rents at 20% below starting market rents for the new units, with the following considerations:

- If a tenant's current rent is higher than the proposed 20% below market rent level, the right of first refusal can be offered at the tenant's current rental rate
- Tenants should be offered to be moved back to the building with moving expenses covered per Section 4.2

5.0 Tenant Assistance Plan for Non-Market Rental Housing Development

The guidelines in this section are intended to be used for renovation or redevelopment in Non-Market Rental Housing developments, as defined in section 3.1 Applicable Housing Types.

5.1 Compensation

Compensation should be given to displaced tenants. Compensation may take the form of free rent, lump sum payment, or a combination of both.

Compensation is recommended to be based on length of tenancy:

- Up to 5 years: 3 months' rent
- 5 to 9 years: 4 months' rent
- 10 to 19 years: 5 months' rent
- 20+ years: 6 months' rent

In the case that compensation in the form of a lump sum payment may affect the tenants' eligibility for housing, then compensation in free rent in a different building is preferred.

These guidelines may be flexible for non-market or social housing developments, where negotiating for reduced compensation for tenants may be possible (for example when tenants are relocated in comparable accommodation within an organization's existing portfolio of affordable housing).

5.2 Moving Expenses and Assistance

Refer to Section 4.2.

5.3 Relocation Assistance

Tenant Relocation Coordinator

An experienced Tenant Relocation Coordinator should be hired or appointed by the property owner or landlord to assist tenants with finding alternative rental housing options. A roster of Tenant Relocation Coordinators can be found on the City's webpage.

Once in place, the Tenant Relocation Coordinator's contact information should be posted within the building in a conspicuous location and they should be contactable at regular and consistent hours.

Alternate Housing Options

At least three housing options should be presented to the tenant(s), where securing housing for the tenant(s) is recommended. The alternate units should be:

- Comparable in unit size and type (unless otherwise agreed by the tenant)
- Located in the Capital Regional District, with at least one in the same municipality
- For tenants paying Rent-Geared-to-Income, rents are to be no higher than what the tenant is eligible for under the current subsidy program
- For all other tenants, rents are to be no more than the higher of either 30% of household gross income or the tenant's current rent at the time of development application
- Tailored to the tenant wherever possible (e.g., pet friendly, accessible, smoke-free, etc.)

Preference should be given at the tenant's discretion to (in priority sequence):

- Phased renovations or redevelopment where tenants can be relocated in stages to other properties on the site without ending tenancies
- A unit within the non-profit's existing portfolio
- A unit within another non-profit's portfolio
- Other forms of subsidized housing (e.g., a portable rental supplement)

5.4 Right of First Refusal

Tenants should be offered the Right of First Refusal, which is the right for the tenant being displaced to return to the building once renovations or redevelopment is complete.

- Applicants should provide all residents with the right of first refusal to return to the new development at rents described in section 4.4
- Tenants offered to move back to the building should have moving expenses covered at rates described in Section 4.3
- Projects proposing new social housing, or in instances where rental units are replaced with social housing, returning tenants must meet eligibility requirements for the new social housing units and any criteria described in a Council-approved Housing Agreement

6.0 Tenant Assistance Plan for Missing Middle Housing Development

The guidelines in this section are intended to provide direction to Missing Middle housing projects in the Traditional Residential Urban Place Designation.

6.1 Compensation

Compensation should be given to displaced tenants and may take the form of free rent, a lump sum payment, or a combination of both.

For tenants displaced by missing middle development projects, compensation is recommended to be either:

- (1) a. For market rental – One months' rent at the higher of CMHC average rent for the City of Victoria (as identified in CMHC's Annual Rental Market Report, adjusted annually and identified in Table 2 – *Rental Compensation*⁷, below) or the tenant's existing rent; or

- (1) b. For non-market rental - One months' rent; or
- (2) Free rent in a different building

Table 2 - Rental Compensation ⁷

CMHC Average Rent⁸

-
- Bachelor: \$1,024
 - 1BR: \$1,205
 - 2BR: \$1,580
 - 3BR+: \$1,975

For tenants receiving government or rental assistance where program eligibility is based on taxable income, such as BC Housing's Rental Assistance Program (RAP), Shelter Aid for Elderly Renters (SAFER), Income Assistance, Disability Assistance, etc., compensation in the form of free rent in a different building is preferable.

These guidelines may be flexible for non-market or social housing developments, where negotiating for reduced compensation for tenants may be possible (for example when tenants are relocated in comparable accommodation within an organization's existing portfolio of affordable housing).

6.2 Moving Expenses and Assistance

Refer to Section 4.2.

6.3 Combined Compensation

To satisfy this policy, a developer is required to provide combined total compensation under sections 6.1 and 6.2 up to a total value of \$4,000.

Any additional compensation to displaced tenants, above \$4,000 will be at the developer's discretion.

6.4 Relocation Assistance

While relocation assistance is not required as part of missing middle developments, the assistance in identification of alternative housing options for displaced tenants is considered best practice and should be undertaken whenever possible. See section 4.3 Alternate Housing Options for guidance.

6.5 Right of First Refusal

For missing middle housing developments, there are no Right of First Refusal requirements - which is the right for the tenant being displaced to return to the building once renovations or redevelopment is complete - beyond those included in the RTA.

⁷ Table 2 - Rental Compensation is provided for reference only. Applicants should consult the latest CMHC Rental Market Report for appropriate rent rates.

⁸ CMHC Rental Market Report 2021

7.0 Tenants Requiring Additional Assistance

This policy is particularly targeted towards tenants requiring additional assistance, for whom the impact of displacement may be more acute. Tenants requiring additional assistance may include (but not limited to):

- Long-term tenants who may be paying significantly below market-rent, and for whom entering the current market may present financial challenges
- Tenants with specific housing needs due to a disability (physical and/or mental health issues)
- Seniors, who may be long-term tenants and living on a fixed income
- Families with young children, who may have difficulty finding appropriate units
- Newcomers (recent immigrants and refugees)
- Households with very low (<\$19,999) to low (\$20,000 - \$34,999) income
- Self-reporting of additional assistance required by tenants (disclosure to the applicant on the reason for requiring assistance is NOT required)

The City may, at its discretion, request that additional financial compensation or support be provided to tenants requiring additional assistance. Additional supports could include:

- Providing additional compensation in the form of free rent, lump sum payments or a combination of both
- Hiring a Tenant Relocation Coordinator to assist individual tenants
- Providing professional movers (costs and arrangements covered) and additional funds for moving expenses
- Working with non-profit agencies to offer alternative accommodation
- Prioritizing rent-gear-to-income tenants for relocation assistance
- Continued support for housing search options above the relocation assistance requirements
- Identifying an alternative housing option that is within 10% of the tenant's current rent, if the tenant has a low income and is paying significantly lower than CMHC average rent for the area
- Offering right of first refusal rents at 30% below starting market rents for the new units
- For tenants in subsidized housing, right of first refusal units offered at existing rents in the new building

8.0 Vacant Units

Special requirements apply where the rental building is vacant at the time of a rezoning application as a consequence of:

- A vacant possession having been a condition of property purchase; or
- A Notice to Vacate issued without proper permits and necessary approvals in place.

In these cases, the rezoning application will need to be supplemented with additional information as requested by the City, which may include on request supporting documents and legal notices delivered to the tenants, so as to afford the City the ability to confirm and verify that the process by which the building was vacated was, to the best of their knowledge, carried out in compliance with this Policy and the RTA.

9.0 Procedure for Implementation, Documentation, and Final Report

Once the Tenant Assistance Plan has been approved by City staff and Council in a rezoning application, the applicant is responsible for communicating the plan to tenants, and for implementing the plan as described in this policy.

Throughout implementation, landlords should keep good records of communication with tenants, including housing options provided and offers and acceptances of alternate housing provided, and be able to produce these records to the City on request.

The City expects that applicants submit a [Final Tenant Assistance Report](#) prior to the issuance of an occupancy permit. The report helps the City to track, evaluate, and document the effectiveness of this policy. The Tenant Assistance Report includes:

- Names of tenants eligible for the Tenant Assistance Plan
- A summary of the financial compensation and assistance given to each tenant (e.g. moving costs, rent, etc.)
- Outcome of their search for accommodation
- Tenants who have exercised the right of first refusal

10.0 Freedom of Information and Protection of Privacy Act

This policy recognizes that for the Tenant Assistance Plan to operate effectively, tenants' personal information will need to be collected, used, and disclosed. Therefore, every tenant assistance plan will be administered in compliance with the following privacy requirements contained in the *Freedom of Information and Protection of Privacy Act*:

- Personal information can only be collected, used and disclosed for the purposes described in this policy
- Personal information must be protected at all times from unauthorized collection, use, access and disclosure
- Tenants must be made aware that providing their personal information is voluntary and non-disclosure does not prevent them from participating in the Tenant Assistance Plan
- Tenants have the right to know how their personal information is being used
- Tenants have the right to access their personal information and to request corrections of it where applicable
- Tenants will not be asked to provide any personal information that is not necessary to assist them under the Tenant Assistance Plan
- Tenants' personal information will not be retained longer than is necessary to assist them under the Tenant Assistance Plan
- Tenant Assistance Plans should not be forwarded to anyone, City staff or otherwise, not directly involved in the completion, participation in, or evaluation of the plan.

Tenant Assistance Plan

The Tenant Assistance Plan and appendices must be submitted at the time of your rezoning application, and should be submitted directly to housing@victoria.ca. Please contact your Development Services Planner with any questions.

Date of submission of Tenant Assistance Plan to City:

Current Site Information

Site Address	
Owner Name	
Applicant Name and Contact Info	
Tenant Relocation Coordinator (Name, Position, Organization and Contact Info)	

Existing Rental Units

Unit Type	# of Units	Average Rents (\$/Mo.)
Bachelor		
1 BR		
2 BR		
3 BR		
3+ BR		
Total		

Current Building Type (Check all that apply):

- ☐ Purpose-built rental building
☐ Non-market rental housing
☐ Condominium building
☐ Single family home(s), with or without secondary suites
☐ Other, please specify:

Rights and Responsibilities of Landlords and Tenants

The rights and responsibilities of landlords and tenants are regulated by the Province and is set out in the [Residential Tenancy Act](#). The City of Victoria's [Tenant Assistance Policy](#) is intended to supplement the Residential Tenancy Act and offer additional support for tenants in buildings that are being considered for redevelopment. To review the full Tenant Assistance Policy and supporting documents, please refer to the [City of Victoria's website](#).

Policy Applications

If your plans to redevelop this property will result in a loss of residential rental units AND will require tenants to relocate out of the existing building(s), please submit a Tenant Assistance Plan with your application.

Do you have tenant(s) who have been residing in the building for more than one year, at the time when application is submitted?

☐ **Yes**

If yes, tenants are eligible for support. Please complete the full form.

☐ **No**

If no, please skip to and complete Appendix A: Occupant Information and Rent Roll.

When completing this form, please refer to the Tenant Assistance Policy guidelines for Market Rental and Non-Market Rental Housing Development. Please note that the form includes the required Freedom of Information and Protection of Privacy Act (FOIPPA) section 27(2) privacy notification which should be communicated to tenants.

APPLICANT:

Please complete the following sections to confirm the details of the Tenant Assistance Plan:

CITY STAFF:
Did applicant meet policy?

1. Compensation (Please see [Section 4.1](#) for Market Projects and [Section 5.1](#) for Non-Market Projects)

For market rental housing, compensation is recommended to be based on length of tenancy at either:

1. *The higher of CMHC average rent for the City of Victoria (as identified in CMHC's Annual Rental Market Report, adjusted annually and identified in Table 1 – Rental Compensation below) or the tenant's existing rent; or*
2. *Free rent in a different building*

1.a. Please indicate how you will be compensating the tenant(s).

☐	Free Rent	☐	Lump Sum Payment	☐	Combination
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1.b. Were the tenant(s) consulted in this decision? ☐ Yes ☐ No

1.c. Please describe how tenants will be compensated based on length of tenancy.

Yes ☐

No ☐

2. Moving Expenses (Please see [Section 4.2](#) for Market Projects and [Section 5.3](#) for Non-Market Projects)

2.a. Please indicate how the tenant(s) will receive moving expenses or assistance.

☐	Hired Moving Company	☐	Flat Rate Compensation	☐	Combination
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2.b. Were the tenant(s) consulted in this decision? ☐ Yes ☐ No

Yes ☐

No ☐

3. Relocation Assistance (Please see [Section 4.3](#) for Market Projects and [5.4](#) for Non-Market Projects)

3.a. Is the Tenant Relocation Coordinator internal or external to your organization?

☐	Internal	☐	External
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3.b. Providing as much detail as possible, please indicate how the Tenant Relocation Coordinator will engage with tenants, including when they will start engaging, how often they will engage, and what methods they will use to communicate with tenants.

Yes ☐

No ☐

APPLICANT: Please complete the following sections to confirm the details of the Tenant Assistance Plan:		Did applicant meet policy?
4. Right of First Refusal (Please see Section 4.4 for Market Projects and 5.5 for Non-Market Projects)		Yes ☐ No ☐
4.a. Does right of first refusal apply to the project? <i>(If the residential property has 5 or more rental units, then yes)</i> ☐ Yes ☐ No 4.b. If right of first refusal is offered, how will this apply to returning tenants?		
5. Tenants Requesting Additional Assistance (Please see Section 6.0)		Yes ☐ No ☐
5.1 Have tenants been provided with the additional assistance form and policy? ☐ Yes ☐ No 5.b. Have tenant(s) requested additional assistance above tenant assistance policy expectations?		
6. Notification and Communication (Please see Section 3.4)		
6.a. Have all tenants been informed of the proposed rezoning or development? ☐ Yes ☐ No 6.b. How will you be communicating to tenants throughout the rezoning or development application (including decisions made by Council)?		
7. Tenant Resources (Please see Tenant Resource Guide)		
7.a Have tenants been provided with the Tenant Resource Guide? ☐ Yes ☐ No 7.b. How have or will you facilitate tenants in accessing these resources?		

8. Final Tenant Assistance Report (Please see [Final Tenant Assistance Report](#))

8.a The City of Victoria requests that applicants submit a Final Tenant Assistance Report detailing how the Tenant Assistance Plan was completed prior to the issuance of an occupancy permit.

I have read and understand this statement

☐

Other Comments:



Application Reviewed By: (City Staff) Date:

Did the applicant meet TAP policy?: ☐ Yes ☐ No ☐ N/A

Staff comments on final plan:

Tenant Assistance Plan - Appendices

Please complete all three Appendices as part of your Tenant Assistance Plan. Exception: If there are no eligible tenants, only complete Appendix A (see Policy Application on p. 1). To protect tenant information, the appendices are only submitted with the Tenant Assistance Plan to housing@victoria.ca. Please contact your Development Services Planner with questions.

The Tenant Assistance Plan includes the collection, use and disclosure of tenants' personal information for the purpose of achieving the goals contained in the Tenant Assistance Policy and guidelines. The collection, use and disclosure of tenants' personal information must comply with the Freedom of Information and Protection of Privacy Act (FOIPPA). Privacy requirements for compliance with FOIPPA have been adopted and expressed in privacy language in Tenant Assistance Plan documentation to ensure continued compliance.

For privacy compliance, please have:

- Tenants sign the Tenant Request for Assistance form to return to applicant (to be included in Appendix B)
- Applicants review and sign the Tenant Assistance Policy Compliance with FOIPPA form (Appendix C)

APPENDIX A: Current Occupant Information and Rent Rolls

Please attach the current tenant information and rent rolls as Appendix A. Note: Appendix A will be kept confidential.

All Units (existing and former tenants within the past year, at time of application)

Apartment Unit Number	Bedroom Type (Bachelor, 1 BR, 2 BR etc.)	Tenant Name (if none, list as vacant with reason for end of previous tenancy)	Does the Tenant Require Additional Assistance (Y/N)? If yes, what additional support?	Start Date of Tenancy	Current Monthly Rent Amount

APPENDIX A: Current Occupant Information and Rent Rolls

Note: Appendix A will be kept confidential. Please ask City staff for additional Current Tenant Information and Rent Rolls if needed.

Apartment Unit Number	Bedroom Type (Bachelor, 1 BR, 2 BR etc.)	Tenant Name (if none, list as vacant with reason for end of previous tenancy	Does the Tenant Require Additional Assistance (Y/N)? If yes, what additional support?	Start Date of Tenancy	Current Monthly Rent Amount

APPENDIX B:

Tenant Correspondence & Requests for Assistance

The applicant is responsible for submitting the Tenant Request for Assistance Forms signed by tenants, as well as copies of all written correspondence and notification to tenants to City staff as Appendix B.

For non-profit organizations that may have their own forms to use, please contact City Staff to determine if those can be used in lieu of the Tenant Request for Assistance Form.

Note: Appendix B will be kept confidential.

APPENDIX C:

Tenant Assistance Policy Compliance with the Freedom of Information and Protection of Privacy Act



Please ensure this form is signed by both the Applicant and the Tenant Relocation Coordinator, if applicable.

The City of Victoria's Tenant Assistance Plan (TAP) collects tenant personal information to assist them to find new, comparable, accommodations. Collecting tenant personal information requires the City and developers' Tenant Relocation Coordinators to collect in compliance with FOIPPA. Following these privacy guide-lines will maintain the required compliance.

Collection: Appendix A of the Tenant Assistance Plan (TAP) collects this personal information, tenant name, length of tenancy, dependents and needs and vulnerabilities (e.g. fixed income, affordable housing, disabilities). Section 26 of FOIPPA lists all the purposes in which personal information may be collected. Helping tenants find new, comparable, accommodations is the only purpose for collecting their personal information. This purpose complies with section 26(c) that states: "the information relates directly to and is necessary for a program or activity of the public body". Tenants' personal information cannot be used for any other purposes.

Use: Tenant's personal information must comply with section 32(a) of FOIPPA that states, "it must be for the purpose for which that information was obtained or compiled, or for a use consistent with that purpose (see section 34)". The purpose is the same as that in which it was collected under section 26(c). There are no consistent purposes under the TAP program. Tenant's personal information can only be used to provide the assistance that the TAP program provides.

Disclosure: FOIPPA list only those reasons in which personal information may be disclosed and it can only be disclosed to individuals inside Canada. The tenants' personal information can only be disclosed in accordance with section 32.2(a) that states, "for the purpose for which it was obtained or compiled". In other words, disclosure is only to those who require it in order to perform work that "relates directly to and is necessary for" delivering the assistance available under TAP (e.g. on a "Need to Know" basis).

Accuracy: FOIPPA requires that "every reasonable effort" be employed to collect personal information. When tenants complete a tenant letter, they need to review the personal information they provide to confirm it is correct. Also, double for accuracy when transcribing from the letters to Appendix A.

Correction: Tenants can request to review and correct their personal information at any time including a year after the decision is implemented regarding the assistance they received under TAP. The City will provide the access, therefore, developers do not need to retain their tenant records for a year.

Protection: Every reasonable effort must be made to protect tenant information from unauthorized collection, use, disclosure, access or premature destruction. This includes password protecting tenant information, keeping it separate from other information, keeping it in one location, limiting access (need to know) and not sharing it unencrypted are all reasonable security efforts.

Storage and Access: FOIPPA requires that the tenant personal information be stored and accessed only from within Canada. Storing it on a cloud service provider, even one in Canada, is still likely to allow access from the US. Keeping it in a secure electronic folder with only one person with access is the most FOIPPA compliant.

Retention: Personal information is only kept for as long as it is operational required. Under TAP it can only be kept for one year after a decision has been made and implemented regarding the assistance a tenant is eligible for under TAP. After that, tenant letters must be destroyed so they cannot be reconstituted and the personal information in Appendix A must be aggregated so that specific individuals cannot be identified.

Applicant: I have read and understand my responsibilities with regard to compliance with FOIPPA as explained above

Signature: Print Name: Date:

Relocation Coordinator (if applicable): I have read and understand my responsibilities with regard to compliance with FOIPPA as explained above

Signature: Print Name: Date:

Missing Middle Tenant Assistance Plan



Note for Internal Use Only: This form contains confidential information and should be submitted directly to housing policy staff (housing@victoria.ca). Do not upload to Tempest.

The Tenant Assistance Plan and appendices must be submitted at the time of your rezoning application, and should be submitted directly to housing@victoria.ca. Please contact your Development Services Planner with questions or concerns.

Date of submission of Tenant Assistance Plan to Housing Policy staff:

Current Site Information

Site Address	
Owner Name	
Applicant Name	
Applicant Email	
Applicant Phone Number	

Existing Rental Units

Unit Type	# of Units	Average Rents (\$/Mo.)
Bachelor		
1 BR		
2 BR		
3 BR		
4+ BR		
Total		

Current Building Type (Check all that apply):

- ☐ Purpose-built rental building
- ☐ Non-market rental housing
- ☐ Townhouse
- ☐ Single family home(s)
- ☐ With Secondary Suite ☐ With Garden Suite

Other, please specify:

Rights and Responsibilities of Landlords and Tenants

The rights and responsibilities of landlords and tenants are regulated by the Province and are set out in the [Residential Tenancy Act](#). The City of Victoria's [Tenant Assistance Policy](#) is intended to supplement the Residential Tenancy Act and offer additional support for tenants in buildings that are being considered for redevelopment. To review the full Tenant Assistance Policy and supporting documents, please refer to the [City of Victoria's website](#).

Policy Applications

If your plans to redevelop this property will result in a loss of residential rental units AND will require tenants to relocate out of the existing building(s), please submit a Tenant Assistance Plan with your application.

Do you have tenant(s) who have been residing in the building for more than one year, at the time when application is submitted?

☐ Yes

If yes, tenants are eligible for support. Please complete the full form.

☐ No

If no, please skip to and complete Appendix A: Occupant Information and Rent Roll.

When completing this form, please refer to the Tenant Assistance Policy guidelines for Missing Middle Development. Please note that the form includes the required FOIPPA section 27(2) privacy notification which should be communicated to tenants.

Please complete the following sections to confirm the details of the Missing Middle Tenant Assistance Plan:

CITY STAFF:
Did
applicant
meet policy?

Please note total compensation (monetary and/or in-kind as free rent) is to be divided based on the number of bedrooms in the rental unit. The full compensation amount is \$4,000.

1. The higher of CMHC average rent for the City of Victoria (as identified in CMHC's Annual Rental Market Report, adjusted annually and identified in Table 2 – Rental Compensation) or the tenant's existing rent; or

1.a. Please indicate how you will be compensating the tenant(s).

	Free Rent		Lump Sum Payment		Combination
--	-----------	--	------------------	--	-------------

1.b. Were the tenant(s) consulted in this decision?	Yes	No
---	-----	----

1.c. Please describe how tenants will be compensated based on length of tenancy.

--

Yes ☐

No ☐

☐	Hired Moving Company	☐	Flat Rate Compensation	☐	Combination
--------------------------	----------------------	--------------------------	------------------------	--------------------------	-------------

2.b. Were the tenant(s) consulted in this decision? ☐ Yes ☐ No

Yes ☐No ☐

	Yes		No
--	-----	--	----

--

Yes ☐No ☐

APPLICANT:

Please complete the following sections to confirm the details of the Missing Middle Tenant Assistance Plan:

Did
applicant
meet policy?

5. Tenants Requesting Additional Assistance (Please see [Section 6.4](#))

5.1 Have tenants been provided with the additional assistance form and policy?

☐ Yes

☐ No

Yes ☐

5.b. Have tenant(s) requested additional assistance above tenant assistance policy expectations?

No ☐

6. Notification and Communication (Please see [Section 3.4](#))

6.a. Have all tenants been informed of the proposed rezoning or development?

☐ Yes

☐ No

6.b. How will you be communicating to tenants throughout the rezoning or development application (including decisions made by Council)?

7. Tenant Resources (Please see [Tenant Resource Guide](#))

7.a. Have tenants been provided with the Tenant Resource Guide?

☐ Yes

☐ No

7.b. How have or will you facilitate tenants in accessing these resources?

8. Final Tenant Assistance Report (Please see [Final Tenant Assistance Report](#))

8.a. The City of Victoria requests that applicants submit a Final Tenant Assistance Report detailing how the Tenant Assistance Plan was completed prior to the issuance of an occupancy permit.

I have read and understand this statement ☐

Other Additional Applicant Comments

FINAL Missing Middle Tenant Assistance Plan Review
[For City Staff to Complete]



Application Reviewed By: (City Staff) Date:

Did the applicant meet TAP policy?: ☐ Yes ☐ No ☐ N/A

Staff comments on final plan:

Missing Middle Tenant Assistance Plan Appendices

Please complete all three Appendices as part of your Tenant Assistance Plan. Exception: If there are no eligible tenants, only complete Appendix A (see Policy Application on p. 1). To protect tenant information, the appendices are only submitted with the Tenant Assistance Plan to housing@victoria.ca. Please contact your Development Services Planner with questions.

The Tenant Assistance Plan includes the collection, use and disclosure of tenants' personal information for the purpose of achieving the goals contained in the Tenant Assistance Policy and guidelines. The collection, use and disclosure of tenants' personal information must comply with the Freedom of Information and Protection of Privacy Act (FOIPPA). Privacy requirements for compliance with FOIPPA have been adopted and expressed in privacy language in Tenant Assistance Plan documentation to ensure continued compliance.

For privacy compliance, please have:

- Tenants sign the Tenant Request for Assistance form to return to applicant (to be included in Appendix B)
- Applicants review and sign the Tenant Assistance Policy Compliance with FOIPPA form (Appendix C)

APPENDIX A: Current Occupant Information and Rent Rolls

Please attach the current tenant information and rent rolls as Appendix A. Note: Appendix A will be kept confidential.

All Units (existing and former tenants within the past year, at time of application)

Apartment Unit Number	Bedroom Type (Bachelor, 1 BR, 2 BR etc.)	Tenant Name (if none, list as vacant with reason for end of previous tenancy)	Does the Tenant Require Additional Assistance (Y/N)? If yes, what additional support?	Start Date of Tenancy	Current Monthly Rent Amount

APPENDIX A: Current Occupant Information and Rent Rolls

Note: Appendix A will be kept confidential. Please ask City staff for additional Current Tenant Information and Rent Rolls if needed.

Apartment Unit Number	Bedroom Type (Bachelor, 1 BR, 2 BR etc.)	Tenant Name (if none, list as vacant with reason for end of previous tenancy	Does the Tenant Require Additional Assistance (Y/N)? If yes, what additional support?	Start Date of Tenancy	Current Monthly Rent Amount

APPENDIX B:

Tenant Correspondence & Requests for Assistance

The applicant is responsible for submitting the Tenant Request for Assistance Forms signed by tenants, as well as copies of all written correspondence and notification to tenants to City staff as Appendix B.

For non-profit organizations that may have their own forms to use, please contact City Staff to determine if those can be used in lieu of the Tenant Request for Assistance Form.

Note: Appendix B will be kept confidential.

APPENDIX C:

Missing Middle Tenant Assistance Policy

Compliance with the Freedom of Information and Protection of Privacy Act



Please ensure this form is signed by the Applicant.

The City of Victoria's Tenant Assistance Plan (TAP) collects tenant personal information to assist them to find new, comparable, accommodations. Collecting tenant personal information requires the City and developers to collect in compliance with the Freedom of Information and Protection of Privacy Act (FOIPPA). Following these privacy guidelines will maintain the required compliance.

Collection: Appendix A of the Tenant Assistance Plan (TAP) collects this personal information, tenant name, length of tenancy, dependents and needs and vulnerabilities (e.g. fixed income, affordable housing, disabilities). Section 26 of FOIPPA lists all the purposes in which personal information may be collected. Helping tenants find new, comparable, accommodations is the only purpose for collecting their personal information. This purpose complies with section 26(c) that states: "the information relates directly to and is necessary for a program or activity of the public body". Tenants' personal information cannot be used for any other purposes.

Use: Tenant's personal information must comply with section 32(a) of FOIPPA that states, "it must be for the purpose for which that information was obtained or compiled, or for a use consistent with that purpose (see section 34)". The purpose is the same as that in which it was collected under section 26(c). There are no consistent purposes under the TAP program. Tenant's personal information can only be used to provide the assistance that the TAP program provides.

Disclosure: FOIPPA list only those reasons in which personal information may be disclosed and it can only be disclosed to individuals inside Canada. The tenants' personal information can only be disclosed in accordance with section 32.2(a) that states, "for the purpose for which it was obtained or compiled". In other words, disclosure is only to those who require it in order to perform work that "relates directly to and is necessary for" delivering the assistance available under TAP (e.g. on a "Need to Know" basis).

Accuracy: FOIPPA requires that "every reasonable effort" be employed to collect personal information. When tenants complete a tenant letter, they need to review the personal information they provide to confirm it is correct. Also, double for accuracy when transcribing from the letters to Appendix A.

Correction: Tenants can request to review and correct their personal information at any time including a year after the decision is implemented regarding the assistance they received under TAP. The City will provide the access, therefore, developers do not need to retain their tenant records for a year.

Protection: Every reasonable effort must be made to protect tenant information from unauthorized collection, use, disclosure, access or premature destruction. This includes password protecting tenant information, keeping it separate from other information, keeping it in one location, limiting access (need to know) and not sharing it unencrypted are all reasonable security efforts.

Storage and Access: FOIPPA requires that the tenant personal information be stored and accessed only from within Canada. Storing it on a cloud service provider, even one in Canada, is still likely to allow access from the US. Keeping it in a secure electronic folder with only one person with access is the most FOIPPA compliant.

Retention: Personal information is only kept for as long as it is operational required. Under TAP it can only be kept for one year after a decision has been made and implemented regarding the assistance a tenant is eligible for under TAP. After that, tenant letters must be destroyed so they cannot be reconstituted and the personal information in Appendix A must be aggregated so that specific individuals cannot be identified.

Applicant: I have read and understand my responsibilities with regard to compliance with FOIPPA as explained above

Signature:

Print Name:

Date:

Instructions for Tenants

The purpose of this form is to collect information from tenants who may be eligible for support under the City of Victoria's Tenant Assistance Policy. Completing this form is not mandatory, but if you wish to participate please return the completed form to your Landlord or Tenant Relocation Coordinator. It will then be used to inform the Tenant Assistance Plan which the Applicant submits to the City as part of their redevelopment application. Please note that this form will be provided to City staff, in order to confirm the details of the Tenant Assistance Plan, however all personal information provided in this form will be kept confidential. Please see more information about protecting tenant privacy below.

Rights and Responsibilities of Landlords and Tenants

The rights and responsibilities of landlords and tenants are regulated by the Province and is set out in the [Residential Tenancy Act](#).

The City of Victoria's Tenant Assistance Policy is intended to augment the Residential Tenancy Act and offer additional support for tenants in buildings that are being considered for redevelopment. Please review the full Tenant Assistance Policy and supporting documents, available on the City of Victoria's [website](#).

REQUEST FOR ASSISTANCE

The collection of your personal information requested in this form is for the purpose of giving you the opportunity to request additional assistance beyond minimum policy expectations, as well as assisting you in finding new housing that matches your needs. Providing this information is voluntary, and opting out will not prevent you from being included in the Tenant Assistance Plan, but your participation can make it easier for your landlord and for City staff to assess your specific needs.

The legislated authority to collect your personal information is section 26(c) of the Freedom of Information and Protection of Privacy Act. If you require additional information about the collection of your personal information please contact Community Planning at 250.361.0382 (ask to speak with a Housing Planner) or housing@victoria.ca.

Do you wish to participate? Yes No If yes, please complete the form. If no, please skip to page 2 and sign there.

I, _____ (Printed name of person giving consent)

of _____ (Address)

authorize _____ (name of landlord or tenant relocation coordinator),

to disclose the personal information listed below to the City of Victoria for the purpose of completing a Tenant Assistance Plan which is required as part of the owner's application to re-develop the property. I understand that this information will allow City staff to assess whether the proposed Tenant Assistance Plan meets the City's Tenant Assistance Policy.

Questions for Tenants

1. Tenant Assistance Policy and Draft Plan:

Have you had a chance to review a Draft Tenant Assistance Plan for the property where you currently live, and understand the minimum tenant support required in the City of Victoria's Tenant Assistance Policy?

Yes No

2. Tenant Relocation Assistance information:

One of the expectations of the Tenant Assistance Policy is to help tenants relocate to a suitable new home, should the development application be approved. Please list any considerations that may be helpful in order to provide appropriate relocation assistance for you (E.g., pet-friendly, accessible, non-smoking). This is to make a preliminary assessment of the needs of current tenants, your response does not have to be final. Tenant Relocation Coordinators are responsible for contacting tenants in advance of relocation, to collect up to date information.

3. Requests for additional assistance beyond policy expectations:

The Tenant Assistance Policy acknowledges that there may be tenants who require additional assistance beyond the minimum requirements of the Policy, for whom the impacts of displacement may be more acute. This may include (but is not limited to) households with low income, tenants with disabilities, recent immigrants or refugees, or long-term tenants who are paying significantly below market-rent.

Are you a tenant requiring additional assistance? Yes No

If yes, please describe below what kind of additional assistance you may need. Please note that you do not have to disclose the reason why you consider yourself in need of additional assistance, but it will be helpful to know how to best assist you. For example: Additional compensation to cover rent and/or moving expenses, help contacting affordable housing providers, or the support of a third-party relocation coordinator. Both your landlord and City staff may also make suggestions regarding how to best assist you, if needed.

May City staff contact you for more information? No

Yes, by email Email address:

Yes, by phone Phone number:

Signature:

Date:

Tenant Name:

Unit Number:

Sample Letter to Tenants

(DATE)

Dear Tenant,

The property located at (SITE ADDRESS) is owned by (OWNER). On behalf of the owner, (COMPANY NAME) is coordinating a development application for the property that if approved, would require the relocation of current tenants. Our goal is to provide support to existing tenants by providing assistance in finding new housing and the moving process.

In keeping with the City of Victoria's *Tenant Assistance Policy*, if the development application (APPLICATION NUMBER) for the site is approved, tenants will receive:

1. at least four months' notice prior to eviction, to be initiated **after** the development application has been approved and all permits are in place;
2. rental compensation based on length of tenancy;
3. compensation for moving expenses;
4. a tenant relocation coordinator to provide assistance in finding appropriate housing, including identifying a minimum of three comparable units as similar as the current accommodation as possible. At least one prospective unit will be sought in the same neighbourhood; and
5. a right of first refusal back offer back into the new building at a discounted rate (if applicable).

Tenant Assistance Plan

We will go above British Columbia's *Residential Tenancy Act* requirements for ending a tenancy to ensure that this process is as stress-free as possible. When assisting tenants in finding appropriate housing, factors pertaining to individual tenants such as ability to pay, household size, and presence of pets will be taken into consideration to help find the most appropriate housing available.

Please respond to the *Tenant Request for Assistance* form (attached) stating any household needs that should be included on the Tenant Assistance Plan. Specifically, existing tenants may require additional assistance that would make the potential impacts of this move felt more acutely. Tenants requiring additional assistance may include (but not limited to):

- Long-term tenants who may be paying significantly below market-rent, and for whom entering the current market may present financial challenges
- Tenants with specific housing needs due to a disability (physical and/or mental health issues)
- Seniors, who may be long-term tenants and living on a fixed income
- Families with young children, who may have difficulty finding appropriate units
- Newcomers (recent immigrants and refugees)
- Households with very low (<\$19,999) to low (\$20,000 - \$34,999) income
- Self-reporting of additional assistance required by tenants (disclosure to the applicant on the reason for requiring assistance is NOT required)

Once the information regarding needs and additional assistance is received from tenants, it will

be integrated into the Tenant Assistance Plan that will be submitted to the City of Victoria with the development application. If you chose to provide your personal information, the City of Victoria and the application's tenant relocation coordinator will manage it in accordance with the *Freedom of Information and Protection of Privacy Act* and it will not be used for any other purposes.

Communication Plan

We will provide you with project updates that will help give you unofficial notice in advance of the four months of official notice. This includes a copy of the draft and final Tenant Assistance Plan that will be submitted to the City of Victoria as part of the development application.

All current tenants will be provided with the contact information for the designated tenant relocation coordinator.

Sincerely,
(NAME)
(CONTACT INFORMATION)

The collection of your personal information is for the purpose of assisting you in finding new housing that matches your needs. Providing this information is voluntary, and opting out will not prevent you from being included in the Tenant Assistance Plan, but your participation can make it easier for your landlord and for City staff to assess your specific needs. The legislated authority to collect your personal information is section 26(c) of the *Freedom of Information and Protection of Privacy Act*. If you require additional information about the collection of your personal information please contact the Housing Planner with Community Planning at 250.361.0382 or housing@victoria.ca.

Overview

The City of Victoria's Tenant Assistance Policy is intended to complement the Residential Tenancy Act and offer additional support for tenants in buildings that are being considered for redevelopment. The City of Victoria's Tenant Assistance Policy recommends landlords provide tenants with:

- Compensation based on length of tenancy, in the form of lump sum payment or free rent;
- Moving expenses and assistance;
- Relocation assistance in finding alternate accommodation; and
- Right of First Refusal (if applicable) to return to the building.

Please review the full [Tenant Assistance Policy](#) and supporting documents, available on the [City of Victoria's website](#).

Tenant Assistance Policy

<https://www.victoria.ca/home-property/housing/resources-renters/tenant-assistance-policy>

City of Victoria Information for Tenants

<https://www.victoria.ca/community-culture/housing/resources-renters>

Tenants Requiring Additional Assistance

The Tenant Assistance Policy acknowledges that there may be tenants who require additional assistance beyond the minimum requirements of the Policy, for whom the impacts of displacement may be more acute. This may include (but is not limited to) households with low income, tenants with disabilities, recent immigrants or refugees, or long-term tenants who are paying significantly below market-rent. For tenants requiring additional assistance, please see the [Tenant Request for Assistance form](#).



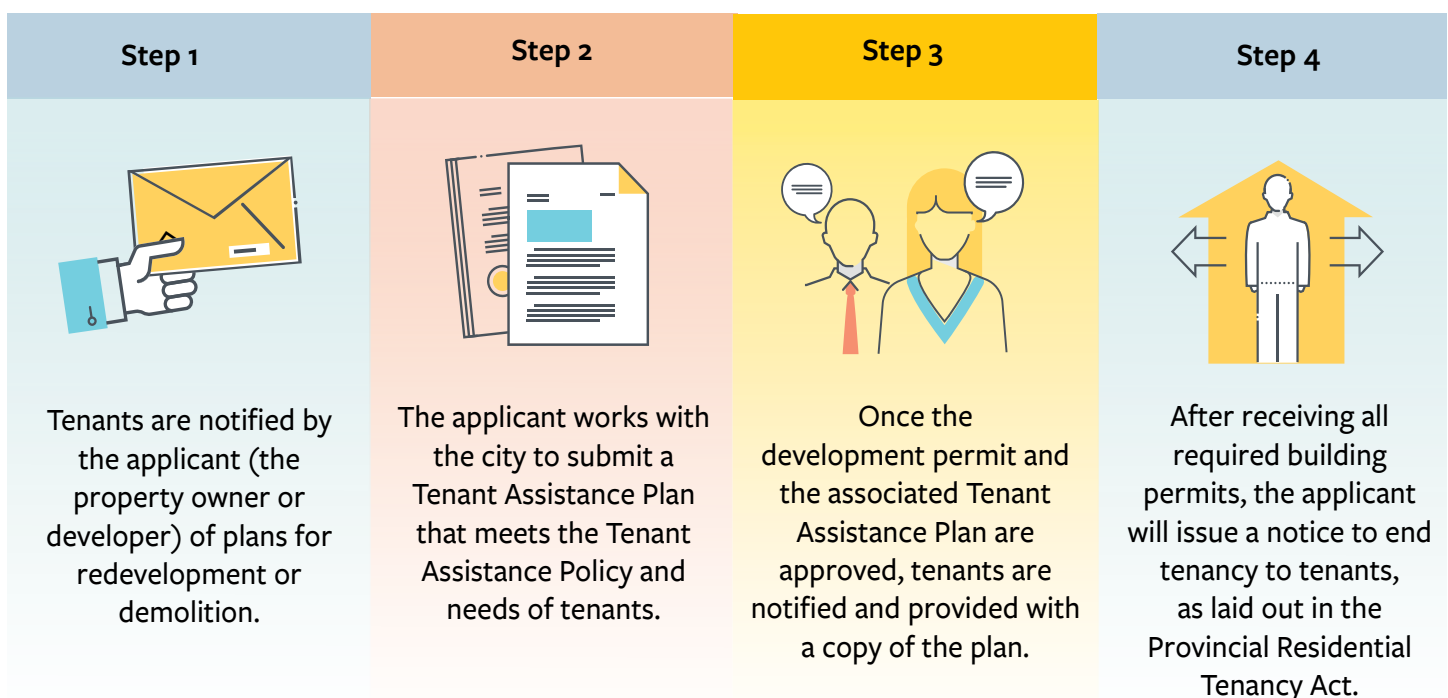
Tenant Request for Assistance Form

<https://www.victoria.ca/media/file/4-tenant-request-assistance-form-july-2020pdf>

Tenant Assistant and Relocation Process

Under recent changes to the Residential Tenancy Act:

- Landlords must give four months’ notice to end tenancy for demolition, renovation or repair, or conversion, and tenants have 30 days to dispute the notice.
- If your landlord plans to undertake major renovations or redevelop the building, they should have all necessary permits (building, electrical, and plumbing) before they can give you a notice to end tenancy. To check if permits have been issued or are in process for your building, contact the City’s Permits division.



****** In Step 2, the developer works with the city to determine compensation based on length of tenancy, moving expenses and assistance, relocation assistance in finding alternate accommodation; and Right of First Refusal (if applicable) to return to the building.

Please note a tenant has a right of first refusal to enter into a new tenancy agreement at a rent determined by the landlord if the landlord ends their tenancy to renovate or repair the rental unit. This right of first refusal applies only to a rental unit in a residential property containing 5 or more units. Please contact your landlord for more details on first right of refusal.

For the most up-to-date provincial regulations regarding tenancies, visit the [Residential Tenancy Branch](#) website.



Frequently Asked Questions

What are my rights as a tenant?

Landlord and tenant agreements are under the **Residential Tenancy Act (RTA)**. All forms, recent changes to the RTA, and other tenancy rules can be found on the Provincial Government's website:

<https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/changes-to-tenancy-laws>

Who can I contact if I have concerns about my tenancy

For concerns related to a rezoning or development permit application, please consider contacting the **City of Victoria Development Services Planner** in your assigned neighbourhood at :

developmentservices@victoria.ca.

For concerns related to renovation or building permits for a rental building, please consider contacting the **City of Victoria Permits and Inspections** division at:

<https://www.victoria.ca/building-business/permits-development-construction/building-renovating>

For concerns related to tenant rights (deposits, late fees, disputes), please consider contacting **Tenant Resource and Advisory Centre (TRAC)** at 1-800-665-1185 (toll free) or visit their website at:

<http://tenants.bc.ca/>

For face-to-face legal advocacy for people with tenancy issues (eviction notices, return of security deposits, lack of service and repairs, etc.) please consider contacting **Together Against Poverty Society (TAPS)** at 250-360-3521 or visit their website at:

<https://www.tapsbc.ca/>

For dispute resolutions and other legal inquiries, the **Provincial Government's Residential Tenancy Branch** can be contacted at 604-660-1020 or 1-800-665-8779 (toll free) or HRSTO@gov.bc.ca or through their website at:

<https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/contact-the-residential-tenancy-branch>

Who do I contact if I need extra support for rental housing?

BC Housing has a list of non-market rental buildings and co-ops within Greater Victoria and information on how to apply for subsidized housing. Housing listings can be found at:

<https://www.bchousing.org/housing-assistance/rental-housing/housing-listings>

BC Housing's Subsidized Housing program can be found at:

<https://www.bchousing.org/housing-assistance/rental-housing/subsidized-housing>

For rental subsidy programs, BC Housing also has the Rental Assistance Program (RAP) for low-income working families and Shelter Aid for Elderly Renters (SAFER) for low-income seniors (60+ years old). Programs can be found at:

<https://www.bchousing.org/housing-assistance/rental-assistance-programs>

Who can I contact for housing?

Capital Regional Housing Corporation develop and manage affordable housing within the capital regional for low income households. For applications to subsidized and non-subsidized (market) housing, please visit:

<https://www.crd.bc.ca/crhc>

M'akola Housing Society is the largest Indigenous affordable housing provider in British Columbia and manages more than 1,600 homes serving both indigenous and non-Indigenous people. For applications, please visit:

<http://makola.bc.ca/applicants/>

Pacifica Housing also owns and/or operates portfolio of affordable rental housing aimed at low and moderate income individuals, families, and people with disabilities. For applications, please visit:

<https://pacificahousing.ca/#>

Greater Victoria Housing Society offers subsidized and non-subsidized (market) housing for a range of incomes and tenants. For applications, please visit:

<https://greatervichousing.org/how-to-apply/>

Victoria Cool Aid Society provides a wide range of housing, including emergency shelters & transitional housing, supportive housing, seniors housing, and affordable housing. For more information, please visit:

<https://coolaid.org/how-we-help/housing/>

Threshold Housing Society works to prevent adult homelessness by providing safe housing, support services, and community to at-risk youth. For applications, please visit:

<http://thresholdhousing.ca/find-housing/>

Other Resources

Renting it Right in British Columbia offers a course and resources to finding a home and enter into a tenancy, as well as learning about tenants' and landlords' rights and responsibilities. Website can be reached at:

<https://www.rentingitright.ca/>

**Contact Information**

If you have any questions, comments, or concerns please contact your landlord or...

Project Tenant Relocation Coordinator

City of Victoria Tenant Assistance Planner

Email:

Email: housing@victoria.ca

Phone:

Phone: 250.361.0382



Sustainable Planning and
Community Development
1 Centennial Square
Victoria BC, V8V 1P6

T 250.361.0382
E housing@victoria.ca

Final Tenant Assistance Report

Date:

Site Address:

Development Permit #:

Property Owner:

Signature:

The Final Tenant Assistance Report should be submitted prior to or with the Occupancy Permit Application. Attach copies of all communication with tenants.

ELIGIBLE TENANT ASSISTANCE OUTCOME SUMMARY

Unit #	Tenant Name	Move-in Date	Monthly Rent	Tenant Assistance Plan Outcome				Total Compensation Paid to Tenant (\$)	Move out Date	Did the Tenant require assistance in finding alternative accommodation? If yes, please summarize efforts including options provided and area tenant relocated to with the starting rent of their new unit.	Did the Tenant require additional support and/or compensation due to special circumstances? If yes, summarize compensation including assistance in identifying alternate accommodation within 10% of current rent if requested.	*Returning Tenants		
				Total Rental Compensation Paid	Moving Expense (\$)	Other (\$)	Right of First Refusal* (Y/N)					Unit #	Unit Type	Starting Rent (\$) (include any discount)

*Please press TAB at the very last cell to insert a new row.

CONFIRMATION OF AVERAGE RENTS IN NEW OR RENOVATED BUILDING

Unit Type	Project Average Rent		Total # of Units	
Studio				
1 bed				
2 bed				
3 bed				
Total All Unit Types				