

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](#).



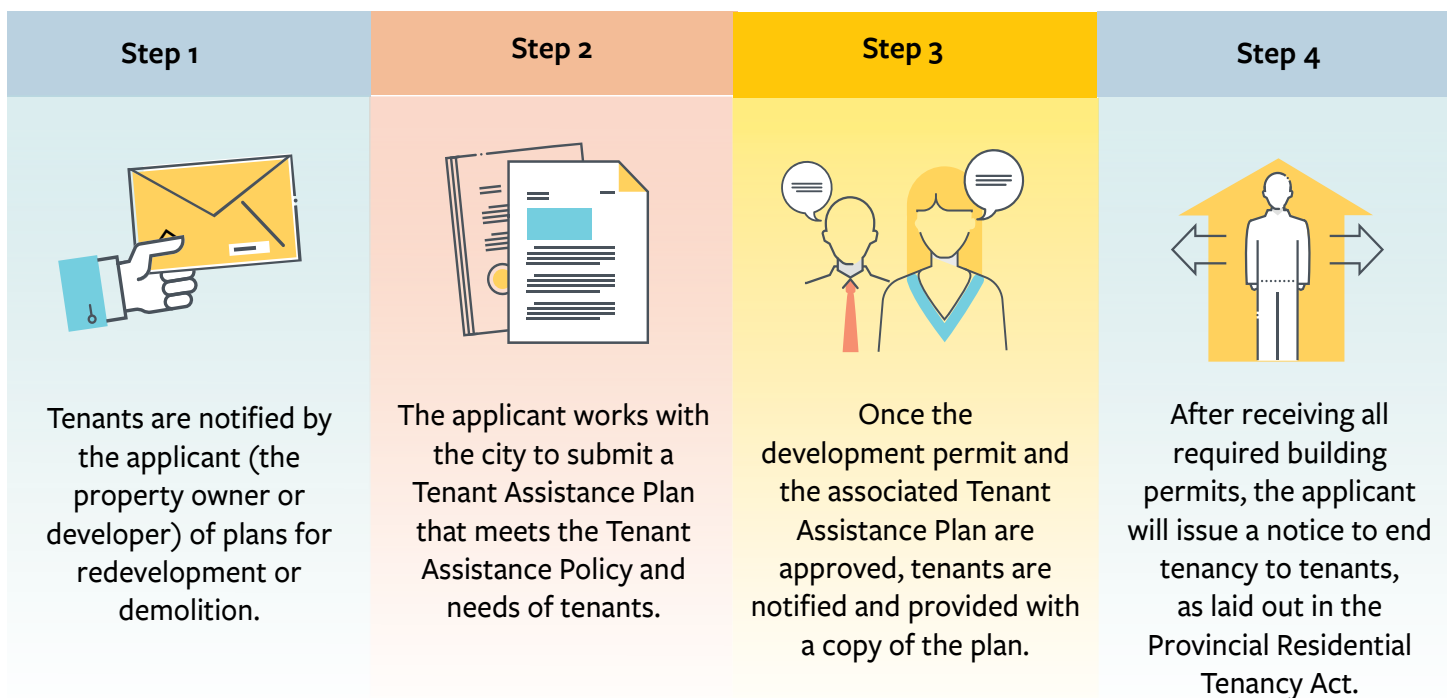
Tenant Request for Assistance Form

<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