



Transfer Requests

CCOC recognizes that tenants may request a transfer from their present accommodation to another CCOC unit. CCOC will respond to all requests in a fair, consistent and financially responsible manner.

1. Tenants may request a transfer and be put on the transfer waiting list **as of the date of their transfer request** for another CCOC unit provided that:
 - a) the tenant has an up-to-date rental account and a good rental payment record for at least 6 consecutive months prior to the transfer being approved;
 - b) the tenant has no history of damage to the unit and the unit is kept in reasonable condition;
 - c) the tenant has no history of disturbing neighbours and no eviction notice has been issued; and
 - d) the transfer will not conflict with other CCOC policies or objectives or budgetary considerations.
2. The following rules apply to tenant transfer requests:
 - a) All tenant transfer requests and building selections must be in writing
 - b) Tenants must choose at least 1 CCOC building in order to be added to the transfer wait list.
 - c) Tenants will only be offered transfers to buildings they have selected
 - d) Tenants may receive a maximum of 3 transfer offers. If all 3 offers are refused, the tenant will be notified in writing that they have been removed from the transfer wait list.
 - e) Should the tenant wish to reapply for a transfer the tenant would have to submit a new transfer request to be placed back on the wait list with a new date.
3. Tenants seeking a **Priority** transfer must apply directly to The Registry as a new applicant and request to be assessed as Priority. Priority Status is assessed in the following order:

- a) **Special Priority (Victim of Abuse)** - The tenant's safety is at risk from an abusive partner or other(s) with whom they reside and the abuse has been verified as per Ont. Reg.367/11 sec 54-58 of the ***Housing Services Act (HSA)***.
 - b) **Overhoused** - The tenant is overhoused where there is more than one bedroom per person. CCOC tenants who are deemed overhoused and receive a rent subsidy must select a minimum of 10 buildings where they would like to live. They will be placed on the CCOC internal waitlist. If an overhoused tenant with a subsidy is not transferred after 12 months, they will be placed on The Registry wait list. If tenants refuse 3 offers in total, they will lose their subsidy. Please note that this is a Provincial rule. Refer to CCOC's *Overhousing Policy for CCOC Tenants Receiving a Rent Subsidy*.
 - c) **Urgent Status (Safety or Medical)** - The tenant must demonstrate urgent need, based on urgent safety/security issues, life threatening medical conditions or permanent disabilities, where their current unit is inaccessible or substantially aggravates the condition. To qualify for urgent need based on medical conditions, The Registry has established eligibility criteria that must be met in order to determine whether yourself or someone in the household has a terminal illness or a life threatening medical condition **made worse by where they live and a change in housing may improve their health**. All urgent need requests must be substantiated in writing to The Registry by a third party professional knowledgeable of such issues and/or a licensed physician's medical opinion.
- 4. Tenants requesting a transfer will be responsible for covering the costs to repair any damages over and above normal wear and tear that are necessary to restore their present unit to a rentable condition, as determined by the Maintenance Department.
 - 5. The ***Residential Tenancies Act, 2006*** allows the housing provider to charge up to \$250 for internal transfers.

This fee may be applied to tenants:

- 1. Where the tenant has lived in their unit for less than one year **or**
- 2. Where the tenant has already transferred within CCOC.
- 3. CCOC may apply a \$250 fee at its discretion.

Note: Charge backs for repairs or damages beyond normal wear and tear could be applied on top of the transfer fee.