

---

# Housing Services Notice **No: 21-07**

**APPLICABLE TO:**

**DATE: June 10, 2021**

<input checked="" type="checkbox"/>	Municipal & Private Non Profit
<input checked="" type="checkbox"/>	Co-operatives
<input type="checkbox"/>	Federal Non Profits
<input type="checkbox"/>	OCHAP/CSHP
<input type="checkbox"/>	Rent Supplement

<input checked="" type="checkbox"/>	Mandatory
<input type="checkbox"/>	For Information

---

**SUBJECT:** Internal Transfers and Maintaining RGI Targets – **Revision of Notice 20-12 of the same name**

**BACKGROUND**

The *Housing Services Act* (HSA) requires Housing Providers to establish an internal transfer policy for rent geared to income (RGI) households within their communities. The HSA also gives Service Managers the option to develop a local rule related to internal transfers. These rules regarding internal transfers are outlined in NRH Notices 18-10 and 14-13. Upon review of the notices, it was determined that further clarification would be useful in terms of the process for filling units and the need to maintain RGI targets. NRH Notice 20-12 was created to establish the requirement that housing providers defer any market household transfers until their RGI target was reached. NRH Notice 20-12 underwent further review to address Housing Provider concerns that the notice resulted in some market paying households to experience unnecessary hardships. NRH notice 20-12 has been amended by way of this notice in an effort to alleviate additional hardships on households who currently occupy market rent units but may benefit from a move to an alternate unit.

**Policy**

RGI households on internal transfer lists will continue to be housed before those on the Centralized Waiting List. Housing Providers must continue to maintain an internal transfer list for rent geared to income transfers. The priority order for internal transfer is SPP (Special Priority – victims of domestic violence and human trafficking) and then Overhoused. Approved transfers will be offered vacancies on a chronological basis, within priority categories, based on the transfer request date. Housing Providers continue to have the flexibility to include additional priorities in their own internal transfer policy.

**CLARIFICATION**

The *Housing Services Act, 2011* (HSA), Section 77, requires that Housing Providers maintain a mandated target number of units occupied by households receiving RGI assistance.

Housing Providers are expected to fill vacancies with a goal of maintaining their RGI target however, if not at their RGI target, additional consideration will now be given to allow a market rent household to transfer, if the resulting vacancy will be filled with the appropriate category to reach or maintain RGI target.

When a vacancy occurs, the Housing Provider will refer to its internal transfer list and determine if there are any suitable internal applicants. If the Housing Provider is under their RGI target and a market household has an approved transfer request and would be suitable for the vacancy, they may be offered the vacant unit. The vacancy resulting from the market household transfer must be filled with an RGI unit to support the goal of reaching and maintaining the Providers RGI target plan. If no suitable internal applicants exist, the housing provider is to refer to the Centralized Waiting List.

If a Housing Provider is unclear on what their RGI target is or would like confirmation, please reach out to your Housing Administrator.

**Housing Provider's Role**

Housing Providers are to ensure this policy is fully implemented upon filling units.

**Service Manager's Role**

Niagara Region Housing Services will monitor compliance with this notice through the Annual Information Return and Operational Reviews.

If you have any questions or concerns regarding this notice, please contact your Housing Administrator at 905-682-9201.

---

Donna Woiceshyn, Director Housing Services