

Residential Tenant Relocation Assistance Plan

The Residential Tenant Relocation Assistance Plan should be submitted at the time of your Detailed Planning Application. To ensure legibility, please complete (type) using the fillable PDF form.

The District of North Vancouver’s Residential Tenant Relocation Assistance Policy is applicable to all rezoning applications that require the demolition of any building or combination of buildings containing five or more dwelling units occupied by renters as their primary place of residence at the time of submission of a Detailed Planning Application.

Instructions for Landlords and Developers

- 1. Understand the rights and responsibilities of landlords and tenants.**
Please review the District of North Vancouver’s [Residential Tenant Relocation Assistance Policy](#) and the Provincial [Residential Tenancy Act](#) regarding relocation assistance expectations and requirements.
- 2. Provide a Tenant Household Needs Assessment form to existing tenants.**
A Tenant Household Needs Assessment (THNA) form should be provided to each existing tenant household to be completed at the discretion of the tenant. Information provided by the tenants should inform your Residential Tenant Relocation Assistance Plan. The THNA form is provided on the District’s [website](#). Completed surveys should be attached to your Residential Tenant Relocation Assistance Plan submission as Appendix B. Evidence of delivery (e.g. registered mail delivery receipts) should be provided upon request to demonstrate that tenant households have received the form.
- 3. Complete the Residential Tenant Relocation Assistance Plan requirements, including:**
 - A. Site Information
 - B. Summary of Existing Rental Units
 - C. Tenant Relocation Coordinator Contact Information
 - D. Detailed Tenant Relocation Assistance Plan
 - E. Detailed Tenant Communications Plan
 - F. Appendix A – Current Occupancy Assessment
 - G. Appendix B – Completed Tenant Household Needs Assessment Forms
 - H. Appendix C – Communication Materials
- 4. Sign a Developer FOIPPA Compliance Acknowledgement form.**
The Developer FOIPPA Compliance Acknowledgement form (“FOIPPA Acknowledgement form”) outlines the landlord’s responsibility to protect the information they receive from their tenants. The FOIPPA Acknowledgement form is provided at the end of this document and on the District’s [website](#).
- 5. Include completed Residential Tenant Relocation Assistance Plan and signed FOIPPA Acknowledgement form with your Detailed Planning Application submission package.**

For DNV Staff Use Only

Date Received		Development Planner Assigned	
eDocs #			
eDocs Security Settings	✓	Users/Groups	Access Rights
		All eDocs Users	View Profile
		PPP Clerks	Full Access
		Development Planner Assigned	Full Access
		Development Planning	Read Only
		Community Planning	Read Only

Residential Tenant Relocation Assistance Plan

A. Site Information				
Address				
Owner name				
Applicant name				
Email		Phone		Cell
B. Summary of Existing Rental Units				
Existing building type <i>(Select all that apply)</i>		<input type="checkbox"/> Market rental building <input type="checkbox"/> Non-market rental building <input type="checkbox"/> Stratified multi-family building, with strata units as rental units <input type="checkbox"/> Single-family building(s), with or without secondary suites <input type="checkbox"/> Other <i>(please specify)</i> :		
<p>Please complete the summary table below. Information should be accurate as of the date of your Detailed Application Submission.</p>				
Unit Type	Number of Occupied Rental Units	Number of Vacant Rental Units	Number of Owner-Occupied Units	Current Average Monthly Rent of Rental Units
Studio				\$
1 BR				\$
2 BR				\$
3 BR				\$
4 BR +				\$
Total				n/a
C. Tenant Relocation Coordinator Contact Information				
Coordinator name				
Email		Phone		Cell
Organization				

Residential Tenant Relocation Assistance Plan

D. Detailed Tenant Relocation Assistance Plan (1/2)		
Policy Components	Tenant Assistance Plan	
	Date:	
Financial Assistance <i>Please indicate how you plan to compensate the tenants.</i> <u>Minimum expectation</u> <ul style="list-style-type: none"> • 4 months' rent • A residency bonus of \$35 per month for each month of the tenant's residency 	Number of months of free rent:	months
	Amount of residency bonus per tenant:	\$ per month of tenancy
	Additional financial assistance:	
Moving Expenses <i>Please indicate how you plan to assist tenants with moving expenses.</i> <u>Minimum expectation</u> Flat rate payout to each tenant housing in the amount of: <ul style="list-style-type: none"> • \$1,000 for studio and 1-bedroom units • \$1,250 for 2-bedroom units • \$1,500 for 3-bedroom or larger units 	Studio and 1-bedroom units:	\$ per unit
	2-bedroom units:	\$ per unit
	3-bedroom or larger units:	\$ per unit
	Additional moving expenses:	
Right of First Refusal <i>Please indicate whether the applicant is offering right of first refusal to the tenants.</i> <u>Minimum expectation</u> <ul style="list-style-type: none"> • Tenants are offered first right to rent in new purpose-built rental unit • Tenants are offered right of first refusal to purchase a new strata unit with a 5% purchase price discount 	Will tenants be offered first right to rent in a new purpose-built rental unit?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Will tenants be offered right of first refusal to purchase a new strata unit?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Purchase price discount (where applicable):	% discount below market price
	Other comments:	

Please note that you may be requested by District staff to provide additional and/or updated information throughout the Detailed Planning Application and Building Permit processes.

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D. Detailed Tenant Relocation Assistance Plan (2/2)			
Policy Components	Tenant Assistance Plan		
<p>Relocation Assistance</p> <p><i>Please indicate how you plan to provide relocation assistance to tenants.</i></p> <p><u>Minimum expectations:</u></p> <ul style="list-style-type: none"> • Tenant Relocation Coordinator is available to tenants • A list of at least 3 rental unit options is provided to each tenant household that: <ul style="list-style-type: none"> ○ have the same number of bedrooms as current unit; ○ are located within the District unless otherwise specified by the tenant; ○ have rents that are no more than the greater of 10% above current rent or 10% above CMHC median rent, by number of bedrooms, for Metro Vancouver unless the tenant has requested a list of more expensive rental unit options; and ○ meet other specified needs or preferences of the tenant if possible • Additional support to vulnerable tenants (e.g., seniors, persons with disabilities, tenants with low income or mental health issues, etc.) 	<p>Has a Tenant Relocation Coordinator been hired?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		
	<p>Confirm that a Tenant Household Needs Assessment form has been provided to each tenant household. All completed forms must be attached as Appendix B.</p>	<p><input type="checkbox"/> Yes, and all completed forms are attached as Appendix B <input type="checkbox"/> No</p>	
	<p>Please confirm that you will undertake the following tenant relocation assistance measures. <i>(Select all that apply)</i></p>	<p>If 'No', please provide a rationale:</p>	
	<p>Additional relocation supports:</p>	<p><input type="checkbox"/> Provide a minimum of 3 rental unit options to each tenant</p> <p><input type="checkbox"/> Rental unit options will have the same number of bedrooms as the tenant's current unit</p> <p><input type="checkbox"/> Rental unit options will be located within the District of North Vancouver unless otherwise specified by the tenant</p> <p><input type="checkbox"/> Rental unit options will have rents that are no more than the greater of 10% above current rent or 10% above CMHC median rent, by number of bedrooms, for Metro Vancouver unless the tenant has requested a list of more expensive rental unit options</p> <p><input type="checkbox"/> Rental unit options will meet other specified needs or preferences of the tenant</p>	
<p>Notice to Vacate</p> <p><i>Please indicate the notice period to vacate that you plan to provide tenants.</i></p> <p><u>Minimum expectation:</u></p> <ul style="list-style-type: none"> • 6 months after demolition permit is issued 	<p>Notice period:</p>	<p>months</p>	
	<p>Other comments:</p>		

Please note that you may be requested by District staff to provide additional and/or updated information throughout the Detailed Planning Application and Building Permit processes.

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E. Detailed Tenant Communications Plan	
Policy Components	Tenant Communications Plan
	Date: <input style="width: 80%; border: none;" type="text"/>
How and when did you inform tenants of the Preliminary Planning Application and/or Detailed Planning Application?	
<p>How will you be communicating to tenants throughout the Detailed Planning Application process?</p> <p><u>Minimum expectation:</u></p> <ul style="list-style-type: none"> • Tenants will be notified when the rezoning application is considered at Council meetings, Council workshops, public information meetings, and Public Hearings • Notifications will be provided directly to tenants • Notifications will be posted in conspicuous places within the building(s), where possible 	
<p>What kind of resources will you be communicating to your tenants and how will you facilitate tenants in accessing these resources?</p> <p><u>Examples:</u></p> <ul style="list-style-type: none"> • Residential Tenancy Branch website • DNV Residential Tenant Relocation Assistance Policy • Tenant Resource and Advisory Centre resources 	
Other Comments:	

Please note that you may be requested by District staff to provide additional and/or updated information throughout the Detailed Planning Application and Building Permit processes.

Appendix A – Current Occupancy Assessment

The collection of personal information is for the purpose of evaluating a Residential Tenant Relocation Assistance Plan by the District of North Vancouver to be submitted with the Detailed Planning Application. The legislated authority to collect personal information is section 26(e) of the *Freedom of Information and Protection of Privacy Act*. If you require additional information about the collection of personal information please contact the District of North Vancouver's Privacy Head at 604-990-2211 or records@dnv.org.

Building Address	Rental Unit No.	No. of Bedrooms	No. of Occupants	Start of Tenancy	Type of Tenancy	Current Monthly Rent	Did the tenant complete a Tenant Household Needs Assessment form?	Brief Summary of Tenant Household Needs or Characteristics
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Appendix A – Current Occupancy Assessment

Address	Rental Unit	No. of Bedrooms	No. of Occupants	Start of Tenancy	Type of Tenancy	Current Monthly Rent	Did the tenant complete a Tenant Household Needs Assessment form?	Brief Summary of Tenant Household Needs or Characteristics
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	
				Start:	<input type="checkbox"/> Fixed End: <input type="checkbox"/> Periodic	\$	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Please print as many additional pages of Appendix A as needed.

Appendix B – Completed Tenant Household Needs Assessment Forms

The applicant is responsible for submitting copies of all completed and signed Tenant Household Needs Assessment forms as Appendix B. Evidence of delivery (e.g. registered mail delivery receipts) should be available upon request to demonstrate that tenants have received the form.

Appendix C – Correspondence with Tenants

The applicant is responsible for submitting copies of all written communication or notification materials sent to tenants, including any information provided to tenants at the preliminary applications stage, to District staff as Appendix C.

Tenant Relocation Policy – Developer FOIPPA Compliance Acknowledgement

The District of North Vancouver’s Residential Tenant Relocation Assistance Policy (RTRAP) requires landlords to collect tenants’ personal information to assist them to find new, comparable rental accommodations. Landlords must handle tenants’ personal information in compliance with the *Freedom of Information and Protection of Privacy Act (FOIPPA)*. Adhering to the below privacy procedures will ensure compliance with the requirements of *FOIPPA*.

Collection: The RTRAP collects the following personal information through the Residential Tenant Relocation Assistance Plan form (the “Plan”) and the Tenant Household Needs Assessment form (THNA): tenant name, unit address, unit type, number of occupants, monthly rent, length of tenancy, and household needs or characteristics (e.g. parking, pets, accessibility). Helping tenants find new, comparable rental accommodations is the only purpose for collecting their personal information. This purpose complies with section 26(c) of *FOIPPA* which states that personal information may be collected where “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: Tenants’ personal information must, per section 32(a) of *FOIPPA*, only be used “for the purpose for which that information was obtained or compiled, or for a use consistent with that purpose (see section 34)”. Section 34 provides that a use is consistent if it has a “reasonable and direct connection to that purpose.” Accordingly, tenants’ personal information can only be used for the purposes of the RTRAP program.

Disclosure: *FOIPPA* sets out the circumstances under which personal information may be disclosed and that it can only be disclosed to individuals inside Canada. The tenants’ personal information can only be disclosed “for the purpose for which it was obtained or compiled, or a use consistent with that purpose” (section 33.2(a)). In other words, disclosure is only to those who require it in order to perform work that “relates directly to and is necessary for” (section 26) delivering the assistance available under RTRAP (e.g. on a “Need to Know” basis).

Accuracy: *FOIPPA* requires that “every reasonable effort” be made to ensure personal information is accurate and complete (section 28). When a tenant completes the THNA form, they need to review the personal information they provide to confirm it is correct. It is important to double check for accuracy when transcribing from the form to Appendix A of The Plan.

Correction: Per *FOIPPA*, tenants can request to review and correct their personal information at any time up to one year after the decision is implemented regarding the assistance they received under RTRAP. The landlord will provide the access.

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 (e.g. “Need to Know” basis), and not sharing it as unencrypted data. These are all reasonable security efforts.

Storage and Access: *FOIPPA* requires that the tenants’ 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 operationally required. Under *FOIPPA* 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 RTRAP. After that, tenant correspondence must be securely destroyed so they cannot be reconstituted and the personal information in Appendix A of The Plan must be aggregated so that specific individuals cannot be identified in the future.

I have read and understand my responsibilities with regard to compliance with *FOIPPA* as explained above.

Signature:

Print Name:

Date: