

File No.: 2026-186

April 10, 2026

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of March 2, 2026 under the ***Freedom of Information and Protection of Privacy Act*** for:

Records from the Housing Division within Planning, Development & Sustainability of all documents, forms, templates (example email to tenants) used to administer income verification under TRPP, including the complete procedure to administer the income verification process/activity. Date range: January 1, 2026 to March 1, 2026.

All responsive records are attached.

Please note that Housing Policy & Regulation staff have advised that the attached records reflect current processes related to managing requests for income verification for the TRPP; however, these administrative processes are subject to change as needed.

Under Part 5 of the Act, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (2026-186); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

Kevin Tuerlings, FOI Case Manager, for

[Signed by Kevin Tuerlings]

Siân Madsen, MA, MAS
Acting Director, Access to Information & Privacy

If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. You may also contact 3-1-1 (604-873-7000) if you require accommodation or do not have access to email.

Encl. (Response Package)

:pm

PROCESS FOR INCOME ASSESSMENT FOR SELF-IDENTIFIED LOW-INCOME TENANTS:

If an applicant requests City staff to confirm income via assessment, the following steps are taken

1. City staff email tenant(s) with additional information and link to survey and request for a Notice of Assessment (NOA) to be uploaded for the year of RZ or DP application, (whichever comes first)
2. Once the survey is complete, City staff notifies applicant via email that tenant is found to be low-income and inform the applicant that TRP Policy must be followed as appropriate for low-income or tenants with additional needs. This information is typically also provided on the Tenant Needs Survey summary
 - o If tenant is not found to be low income, this information is also provided via email and the Tenant Needs Survey summary.

Tenants Needs Assessment Survey Summary for Applicants

The chart below summarizes the responses that tenants have provided on their online Need Assessment Survey. Please review the information and comments provided by the TRP Housing Planner and use for reference when completing the TRP Plan.

Date of Application: _____

Building Address:

[illegible]

From:
To:
Date: 3/16/2026 12:13:02 PM
Subject: Additional Information Needed
Attachments: Tenant Needs Survey - Template.pdf

Dear Tenant,

Thank you for providing responses to the recent Tenant Needs Assessment Survey provided by the City. Responses provided by you in the survey indicate that your household income is below the threshold that indicates you fall within a low-income category for housing. To confirm your income, we require some additional financial information that will be used to ensure that you are provided with the right level of housing relocation assistance. Please note that while you are not required to provide this information, if you choose not to provide it, you may not receive the full tenant relocation protections that may be available to you.

The information you provide will be stored on a secure server and reviewed to ensure compliance with the [Tenant Relocation and Protection Policy \(TRPP\)](#). Your private information will **not** be shared with your landlord. Once the review is complete, the information will be destroyed and/or shredded and disposed in a secure manner.

There are two ways to provide the required information:

- Online: [Start Here](#)
- By mail: download and complete the attached PDF and return via Canada Post with the attached notices to the address provided on the survey.

Please note that because of the need to safeguard your privacy, the City cannot accept completed paper surveys via e-mail.

The deadline for receiving the survey is **March 16, 2026**.

Please feel free to contact me if you have any questions or concerns.

Best,

Ann Cooper (she/her) | Tenant Policy Specialist
Housing Projects | Tenant Relocation
PDS | City of Vancouver
ann.cooper@vancouver.ca
t. 604-829-9540

I am humbly thankful that I live, work and play on the territories of the xʷməθkʷəy̓əm (Musqueam), Skwx̱w̱u817_wú7mesh (Squamish), and səliwətaʔ / səliwɪtulh (Tsleil-Waututh) Nations

TRP - Additional Support Required - TEMPLATE

Tenant Additional Support Required

The City of Vancouver is conducting a confirmation of your Tenant Relocation Plan (TRP) in order to ensure that you receive the housing relocation assistance best suited to your particular needs. For this reason we are asking you for some additional financial information that will be used to provide you with the right level of housing relocation assistance. Please note that you are not required to provide this information; however, if you choose not to provide it, you may not receive the full tenant relocation protections that may be available to you.

The information you provide will be stored on a secure server and reviewed to ensure compliance with the Tenant Relocation and Protection Policy. Your private information will not be shared with your landlord. Once the review is complete, the information will be destroyed and/or shredded and disposed in a secure manner.

To get started, you will need a digital copy of the most recent Notice of Assessment from the Canada Revenue Agency (CRA) **for each income-earning member of your household**. Feel free to scan or photograph paper copies.

The deadline for this survey is **DATE**. Please ensure that the survey is submitted by that date if you require further assistance; if not received, the TRP application will be processed as it would be if no addition support is needed.

1. Your Address:

2. Your Email
Address:

3. Are there dependents living in your household? *

☐ Yes

☐ No

4. If yes, what are their ages? *

5. Please upload the most recent Notice of Assessment from the Canada Revenue Agency (CRA) for each income-earning member of your household. (You may upload up to 10 individual files. Each file must be under 20 MBs). *

Browse...

6. If you wish to provide accompanying commentary, including any specific help you are seeking beyond that provided by the TRP Policy, please use the box below:

7. I would like to receive a confirmation email

☐ Yes

Thank You!

Success! The documents were securely sent to your City of Vancouver Housing Planner in the Housing Projects Group. The information you chose to share will inform the relocation supports you receive, and the Planner will contact you once we have received the survey to discuss further.

A PDF summary of your answers is available for your download below. Thank you for taking the time to provide this information.

If you have further questions, please e-mail trp@vancouver.ca or call 311 and ask for the Housing Projects Group.

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