

# **Sample Letters to Renters**

## **City of Vancouver Tenant Relocation & Protection Policy (amended June 11, 2019)**

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## 1. Initial Pre-Application / Application Notice of Redevelopment (no tenant meeting)

To: All Residents of the BUILDING-ADDRESS  
From: OWNER  
Date: DATE  
Re: Notice of Potential Redevelopment

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Dear Residents,

As some of you are aware, OWNER is exploring redevelopment for the BUILDING at ADDRESS. Recent activity on site has been part of preliminary work for a redevelopment application that is expected to be submitted to the City of Vancouver in ESTIMATED TIMEFRAME. The timeline for redevelopment has not been established as the project is in the pre-application stage and has not been approved. The redevelopment plan that is being proposed will require existing rental units to be vacant. Tenants should be advised that no official Notice to End Tenancy based on the redevelopment of this site will be issued unless the project is approved and all permits are in place.

We understand that the unknown schedule of the potential redevelopment may cause some concern with residents as they think about their future living situation. OWNER will ensure that residents are up to date with the project status to help facilitate any necessary transitions in the future.

Vancouver City Council has adopted rental protection policies, which includes the Tenant Relocation and Protection Policy, amended June 11<sup>th</sup>, 2019. This document outlines the minimum requirements for *eligible* renters, including:

- compensation in the form of free rent based on length of tenancy;
- payment for moving expenses;
- assistance with identifying alternate accommodations;
- Right of First Refusal to a replacement rental unit if applicable; and
- additional support or assistance for renters facing additional barriers to housing (e.g. low-income, people with disabilities, seniors).

City staff will identify tenants in need of additional support in the relocation process. In the near future, an online Tenant Needs Survey will be sent out to *eligible* tenants via e-mail to gather information about their needs and preferences.

The City's *Renter Information for [Market Rental or Non-Profit Social] Housing* sheet, which provides basic information on your rights and protections, is attached to this letter. You can also read the complete Tenant Relocation and Protection Policy online at the following link - <https://vancouver.ca/files/cov/tenant-relocation-and-protection-policy-amended-june-11-2019.pdf>. You may also wish to seek more information regarding your rights under the Residential Tenancy Act at <http://www.rto.gov.bc.ca/>.

Thank you for your understanding on this matter. We will provide updates, including your eligibility for assistance, as more details of the project are established.

Sincerely,  
PROJECT COORDINATOR/ OWNER  
CONTACT INFORMATION

## 2. Initial Pre-Application / Application Notice of Redevelopment (tenant meeting)

To: All Residents of the BUILDING-ADDRESS

From: OWNER

Date: DATE

Re: Notice of Potential Redevelopment

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Dear Residents,

As some of you are aware, OWNER is exploring redevelopment for the BUILDING at ADDRESS. Recent activity on site has been part of preliminary work for a redevelopment application that is [expected to be / has been] submitted to the City of Vancouver in ESTIMATED TIMEFRAME / APPLICATION DATE. The timeline for redevelopment has not been established as the project is in the [pre-application / application] stage. The future redevelopment plan that is being proposed will require existing rental units to be vacant. Tenants should be advised that no official Notice to End Tenancy based on the redevelopment of this site will be issued until all permits are in place.

We understand that the unknown schedule of the potential redevelopment may cause some concern with residents as they think about their future living situation. OWNER will ensure that residents are up to date with the project status to help facilitate any necessary transitions in the future.

Vancouver City Council has adopted rental protection policies, which includes the Tenant Relocation and Protection Policy, amended June 11<sup>th</sup>, 2019. This document outlines the minimum requirements for *eligible* renters, including:

- compensation in the form of free rent based on length of tenancy;
- payment for moving expenses;
- assistance with identifying alternate accommodations;
- Right of First Refusal to a replacement rental unit if applicable; and
- additional support or assistance for renters facing additional barriers to housing (e.g. low-income, people with disabilities, seniors).

OWNER has been instructed by the City to host a meeting to further inform you of the relocation process and to begin identifying those in need of additional support. You are invited to attend this meeting, which has been set for:

MEETING DATE  
MEETING TIME  
MEETING LOCATION

If you are unable to attend this meeting, please contact OWNER/ APPLICANT COORDINATOR at PHONE or EMAIL to learn more about the process. In the near future an online Tenant Needs Survey will be emailed out to *eligible* tenants to gather more information about their needs and preferences.

The City's *Renter Information for [Market Rental or Non-Profit Social] Housing* sheet, which provides basic information on your rights and protections, is attached to this letter. You can also read the complete Tenant Relocation and Protection Policy online at the following link - <https://vancouver.ca/files/cov/tenant-relocation-and-protection-policy-amended-june-11->

[2019.pdf](#). You may also wish to seek more information regarding your rights under the Residential Tenancy Act at <http://www.rto.gov.bc.ca/>.

Thank you for your understanding on this matter. We will provide updates, including your eligibility for assistance, as more details of the project are established.

Sincerely,  
PROJECT COORDINATOR /OWNER  
CONTACT INFORMATION

SAMPLE

### 3. Initial Notice of Repairs / Work on Property That Will Not Affect Tenancies (no tenant displacement)

To: All Residents of the BUILDING-ADDRESS

From: PROJECT COORDINATOR, OWNER

Date: DATE

Re: Notice of Repairs to or Work on Property

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Dear Residents,

In an effort to maintain and improve the BUILDING, APPLICANT, on behalf of the owner of BUILDING, has made application for a Development Permit to conduct work to the building. Please be assured that the work proposed will not affect existing tenancies and will not require tenants to relocate during the work.

The proposed upgrades at BUILDING - ADDRESS includes:

- Include bulleted list of scope of work
- 

Since there will be no displacement or relocation of tenants, the City's *Tenant Relocation and Protection Policy* does not apply. If you have questions about how and when this Policy does apply, we refer you to City staff in Affordable Housing Programs at [renteroffice@vancouver.ca](mailto:renteroffice@vancouver.ca) or 604-673-8291. You can also read the policy online at the following link: <https://vancouver.ca/people-programs/protecting-tenants>.

The proposed work will commence on DATE and is expected to take approximately TIME (number of weeks, months, etc.) to complete.

A more specific timeline will be forwarded to tenants once the exact date of each stage of work is known. If necessary, this will include proper notices to enter rental units as per the *Residential Tenancy Act*.

If you have any questions, please feel free to contact NAME at PHONE NUMBER or EMAIL ADDRESS. We will provide updates as more details of the project are established.

Sincerely,  
PROJECT COORDINATOR  
OWNER

#### 4. Letter to Tenants Not Eligible for Tenant Relocation Plan (primary rental)

To: [Resident] – ADDRESS

From: PROJECT COORDINATOR, OWNER

Date: DATE

Re: Tenants Not Eligible for Tenant Relocation Plan

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Dear Resident,

We want to inform you that this site is currently undergoing a [type of application - rezoning/development permit] process. The new development, if approved, involves [brief description of project] and the demolition of the building you [are/will be] renting.

We understand that the unknown schedule of the potential redevelopment may cause some concern with residents as they think about their future living situation. OWNER will ensure that residents are up to date with the project status to help facilitate any necessary transitions in the future.

As per the City of Vancouver's Tenant Relocation and Protection Policy, a Tenant Relocation Plan will be provided to eligible tenants - those that have been residing on the site for at least 1 year at the time the [rezoning / development permit] application for primary rental. The application date for this project was APPLICATION DATE. As your tenancy agreement [describe when it began, or will begin, and any discounts that have been included in the rental rates in recognition of the redevelopment], you will not be eligible for relocation benefits under the Tenant Relocation Plan.

Note that your tenancy is still covered under the Residential Tenancy Act. This means that the four month Notice to End Tenancy will not be given until all redevelopment permits are in place, and that you are entitled to one month's rent on or before the effective date of notice. More information can be found here at <https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/ending-a-tenancy/landlord-notice/four-month-notice>.

You can learn more about the City of Vancouver's Tenant Relocation and Protection Policy at [www.vancouver.ca/protecting-tenants](http://www.vancouver.ca/protecting-tenants).

We are committed to providing regular updates about the redevelopment process.

Sincerely,  
PROJECT COORDINATOR / OWNER  
CONTACT INFORMATION

## 5. Letter to Tenants Not Eligible for Tenant Relocation Plan (secondary rental)

To: [Resident] – ADDRESS

From: PROJECT COORDINATOR, OWNER

Date: DATE

Re: Tenants Not Eligible for Tenant Relocation Plan

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Dear Resident,

We want to inform you that this site is currently undergoing a [type of application - rezoning/development permit] process. The new development, if approved, involves [brief description of project] and the demolition of the building you [are/will be] renting.

We understand that the unknown schedule of the potential redevelopment may cause some concern with residents as they think about their future living situation. OWNER will ensure that residents are up to date with the project status to help facilitate any necessary transitions in the future.

As per the City of Vancouver's Tenant Relocation and Protection Policy, amended June 11<sup>th</sup> 2019, a Tenant Relocation Plan will be provided to eligible tenants. Eligible tenants are those who have been residing on the site for at least 2 years at the time the [rezoning / development permit] application, or at least 1 year if the tenancy started prior to the transfer of property to the developer, for secondary rental units. The application date for this project was APPLICATION DATE and the date of property transfer was PROPERTY TRANSFER DATE. There is also an exclusion where a previous owner of a house, strata or equity co-op unit has sold the property to a developer and is now occupying the unit as a tenant.

As your tenancy agreement [describe when it began, or will begin, and any discounts that have been included in the rental rates in recognition of the redevelopment, or if they are the previous owner], you will not be eligible for relocation benefits under the Tenant Relocation Plan.

Note that your tenancy is still covered under the Residential Tenancy Act. This means that the four month Notice to End Tenancy will not be given until all redevelopment permits are in place, and that you are entitled to one month's rent on or before the effective date of notice. More information can be found here at <https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/ending-a-tenancy/landlord-notice/four-month-notice>.

You can learn more about the City of Vancouver's Tenant Relocation and Protection Policy at [www.vancouver.ca/protecting-tenants](http://www.vancouver.ca/protecting-tenants).

We are committed to providing regular updates about the redevelopment process.

Sincerely,  
PROJECT COORDINATOR / OWNER  
CONTACT INFORMATION

## 6. Letter to Eligible Tenants with TRP Information (to satisfy prior-to condition / notarized declaration requirement)

To: All Residents of the BUILDING–ADDRESS

From: PROJECT COORDINATOR, OWNER

Date: DATE

Re: Tenant Relocation Plan Information

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Dear Residents,

As you are aware, APPLICANT on behalf of the owner of BUILDING is coordinating a development permit application that would require the relocation of tenants of the existing rental building on the site. An application for redevelopment was formally submitted to the City of Vancouver on DATE.

APPLICANT is aware that this application, if approved, would cause a degree of inconvenience and financial burden on the existing residents. Our goal is to provide support to the current tenants in order to make the transition out of BUILDING smooth with as little financial pressure as possible.

Furthermore, if desired by the tenants, we hope they will feel welcome to return to the building upon its completion \*\* (if rental replacement is being proposed).

As eligible tenants, you are entitled to the Tenant Relocation Plan described below. These measures fulfill the requirements of the City of Vancouver's Tenant Relocation and Protection Policy. The City of Vancouver has provided information about its rental housing and tenant protection policies at [www.vancouver.ca/protecting-tenants](http://www.vancouver.ca/protecting-tenants).

### **Tenant Relocation Plan**

#### **Tenant Notice and Compensation**

As the owner and landlord of BUILDING, we will go above British Columbia's Residential Tenancy Act requirements for ending a tenancy due to the landlord's use of the property for major construction. We commit to providing four months' notice to end tenancy only after all permits have been issued.

In addition, through constant communication, we will provide tenants with project updates that will help give them unofficial notice in advance of the four month requirement.

In addition, we will provide free rent or the equivalent financial compensation on or before the move-out date to each tenant that falls under this plan as follows:

- 4 months' rent for tenancies up to 5 years
- 5 months' rent for tenancies over 5 years and up to 10 years
- 6 months' rent for tenancies over 10 years and up to 20 years
- 12 months' rent for tenancies over 20 years and up to 30 years
- 18 months' rent for tenancies over 30 years and up to 40 years and
- 24 months' rent for tenancies over 40 years



## **Moving Expenses**

We will designate a professional moving company to assist tenants with the moving process, given they are moving within the Metro Vancouver area. For tenants moving beyond Metro Vancouver, we will provide the necessary assistance in coordinating the moving process and the financial equivalent as those moving within the Metro Vancouver area. Invoicing for moving services is planned to be completed directly between the moving company and the landlord, which will provide more ease and less financial pressure for the tenants.

**\*\*Note that Tenant Relocation and Protection Policy also permits applicants to provide flat-rate compensation for moving expenses of \$750 for a studio or 1-bedroom unit and \$1,000 for a 2+ bedroom unit.**

## **First Right of Refusal (if applicable)**

Tenants will be offered the first right of refusal to a new rental unit if they desire to return to BUILDING once construction is completed. Rental rates for the new rental units for returning tenants will start at market rent with a 20% discount, which can then increase annually as per British Columbia's Residential Tenancy Act.

## **Alternate Accommodation Assistance**

If tenants request assistance with identifying alternate accommodation, they will be assisted in finding three comparable units in the City of Vancouver that fit their needs, budget, and preferences, to the best of our ability. At least one of the alternate units will be in the same neighbourhood as BUILDING.

All current tenants will be provided with the contact information for the designated tenant relocation manager/coordinator. If desired, tenants can provide their accommodation specifications and needs through the Tenant Needs Survey, and the designated tenant relocation manager/coordinator will actively search out vacant units that match the requirements.

## **Additional Support**

For low income tenants or tenants facing other barriers to appropriate housing, assistance will be provided in securing an affordable and/or accessible unit or other appropriate unit (e.g. supportive housing, assisted living facility). The tenant coordinator will also assist in applying for housing and provincial rent assistance programs.

In addition, for tenants who require additional supports moving due to physical mobility, assistance packing boxes will be provided. Other services, such as translation services, will also be provided upon request.

## **Conclusion**

APPLICANT is committed to ensuring that the tenant relocation process is smooth with little burden on the existing residents. We look forward to working with the residents over the coming months to successfully relocate them to alternative accommodation that suits their need and providing them with the opportunity, if they desire, to return after construction.

For further information regarding this Tenant Relocation Plan, please contact: **PRIMARY CONTACT FOR TENANT RELOCATION PLAN.**

Sincerely,  
**PROJECT COORDINATOR / OWNER**  
**CONTACT INFORMATION**

SAMPLE