

Guest & Visitor Policy	
VICTORIA PARK COMMUNITY HOMES - CORPORATE POLICIES	
Policy Number: B2.1	Sub-section: Resident & Property Services
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1. Policy Statement

- 1.1 Victoria Park Community Homes (VPCH) recognizes that tenants may welcome visitors into their homes on a regular basis. This policy explains how VPCH will manage live-in guests seeking temporary accommodation in its rent-geared-to-income (RGI) units for a period not to exceed sixteen (16) consecutive or non-consecutive days within six months. Tenants are responsible for the actions and behaviours of their visitors and guests including any damages to their unit or the residential complex.
- 1.2 A market rent household may permit guests to stay in their rental unit but must report extended stays to VPCH and is still bound by legislated occupancy by-law standards. The market rent household may not assign or sublet any part of their unit.
- 1.3 A RGI rent household may not assign or sublet any part of their unit.

2. Purpose

- 2.1 The purpose of this policy is to describe the provisions for households to welcome visitors and guests to their homes within set parameters as determined and communicated by VPCH.
- 2.2 To ensure that rental subsidies provided to a tenant are reflective of the true household income, including anyone who has moved into the unit.
- 2.3 To ensure that a household receiving RGI assistance and those paying market rent are treated equitably while ensuring that VPCH is compliant with local occupancy standards and applicable legislation including the Residential Tenancies Act, 2006, and the Housing Services Act, O. Reg. 367/11, s.96 (4) which stipulates that Housing Providers must establish rules for the temporary accommodation of guests.

3. Definitions

- 3.1 Visitor: Persons who visit the tenant and are not seeking temporary accommodation; who are not deemed as part of the tenant's household; and, who maintain a home address outside of the tenant's unit. Visitors do not stay overnight/sleep in the unit.
- 3.2 Tenant: A tenant is a person(s) who occupies a rental unit owned and administered by VPCH. The tenant is a signatory to a lease agreement and observes all the rights and responsibilities of the tenancy.
- 3.3 Household: A household represents all people who occupy a recognized VPCH rental unit regardless of their relationship to one another and are identified as tenants/occupants on the lease agreement.
- 3.4 Occupant: An occupant is a person who has been added to the household with the consent of VPCH but is non-signatory to the lease agreement. The original tenant who were approved for residency and have signed the lease agreement, are responsible for the actions and behaviour of the occupant. An occupant has no legal right to reside in the tenant's unit once the tenant permanently vacates the unit for whatever reason.
- 3.5 Unauthorized Occupant: An individual who is not a tenant, visitor, guest, or occupant and has no lawful authority to be present within the VPCH residential community. An unauthorized occupant has no legal rights to the tenant's rental unit.

4. Scope

- 4.1 This policy applies to all VPCH tenancies regardless of rent-geared-to-income or market rent households.
- 4.2 Regardless of the type of unit (RGI or Market), VPCH staff is responsible for investigating the presence of unauthorized occupants.

5. Policy

- 5.1 Any household may invite guests into their unit for a period not to exceed sixteen (16) consecutive or non-consecutive days within six months., without seeking permission from VPCH.
- 5.2 An RGI tenant must seek permission in writing from their Property Manager for a guest to remain in their unit for a period not to exceed sixteen (16) consecutive or non- consecutive days within six months. The tenant must state the number of additional days they are

requesting and explain why the extension is required. The Property Manager may refuse to permit a longer stay beyond the sixteen (16) days, for a number of reasons in addition to the following:

- staff has documented complaints regarding the guest's actions or behaviour
- staff has received repeated requests for the same guest to stay in the unit on a repeated basis
- staff has determined that the guest has no intention of vacating at the end of the agreed upon term

5.3 The *Housing Services Act, O. Reg. 367/.11, s.42* stipulates the occupancy standards with respect to the size of the unit and RGI household will occupy.

5.4 VPCH exercises the utmost care in making decisions to remove RGI eligibility. Where it has been documented that individuals who are not reported as a member of the RGI household are regularly seen coming and going from the unit, VPCH is required to notify the tenant household they are at risk of losing RGI status. The tenant will have a right to comment. VPCH is required to notify of the removal of their subsidy with a ninety (90) day Notice to Market. The tenant has the right to ask for a review of this decision.

5.5 In all units, Market or RGI, households are subject to the occupancy standards set out by municipal bylaws. In the event, the number of tenants, guests, occupants on a continuing basis contravenes health, safety, or housing standards required by law, the household may be served a Landlord and Tenant Board - N5 Notice to End your Tenancy for Interfering with Others, Damage or Overcrowding. The tenant does not have to move out if they reduce the number of people living in the rental unit within seven (7) days after receiving the notice. Failure to reduce the number of people living in the rental unit within seven (7) days, will result in VPCH applying to the Landlord and Tenant Board for an eviction order.

5.6 In the event a Market unit household requests that a guest be added as a member of their household, the tenant and guest must submit a written request to the Property Manager prior to the expiry of the guest period. The Property Manager may refuse to grant tenancy if the guest would not have been approved had they been a member of the original household. An example of refusal might be that the occupant has a history of damage, arrears, or disturbing the reasonable enjoyment of other tenants or the landlord. In all cases, approval is subject to a positive applicant screening outcome.

5.7 In the event an RGI unit household requests that a guest be added as a member of

their household, with the understanding they will continue to receive subsidy; it will depend upon the guest meeting RGI eligibility. A written request must be submitted to the Property Manager prior to the expiry of the guest period. The guest will be required to complete an application for subsidized housing, submit all required documentation, and meet the criteria for eligibility.

6. Reference Materials (Resources used in the development of this Policy)

- [Housing Services Act, 2011 \(HSA\)](#)
- [Housing Services Act, 2011, O. Reg. 367/11](#)
- Housing Sector Published Policies & Resources