



Title:

Housing Services Internal Policy-Department of Social Services-Move Out and Skip Out

Policy No.:

SL 030

Revisions:

January 1, 2022

Effective Date:

January 1, 2022

Applies to:

The policy and procedures contained in this document apply to semi-detached homes.



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Definition

For easy reference, “Social Housing” has been used for subsidized housing administered by Housing Services, Department of Social Services of the Corporation of the United Counties of Prescott and Russell.

Background

The Housing Services, as landlord, is often required to dispose of a tenant’s property left behind when a tenant moves out of a rental unit. The Residential Tenancies Act contains four different sets of rules which apply to the way a landlord may keep, sell, or otherwise dispose of a tenant’s property, depending on the circumstances of the tenant’s departure.

Purpose of the policy

This procedure ensures staff have a consistent method of meeting the requirements of the *Residential Tenancies Act, 2006* (RTA), and are fair, consistent, and reasonable related to the disposal of a tenant’s personal property when tenants vacate the rental unit and leave personal belongings behind.

Criteria

1. All tenants who have signed the lease for a particular unit want to vacate or have permanently vacated the said unit;
2. Personal property belonging to the former tenant(s) remains in the unit or were all removed;
3. The minimum specified time frames for tenants to retrieve their property must be adhered to; however, personal property can be retained for the tenant for a greater length of time than the minimum specified;
4. Unique and unforeseen circumstances require disposal of tenant property to be determined at the discretion of the Housing Manager;
5. Receipts for cost of disposal of personal goods must be maintained;
6. Note will be made in the tenant’s file with the move-out circumstances.

Disposal steps to be followed

1. Pictures to be taken before disposal and added to the client's electronic file;
2. No employee of the United Counties of Prescott-Russell may retain or sell any personal property left by a tenant after vacating a unit;
3. Where only a small number of items remain, the custodian may dispose of abandoned tenant property in the site dumpster;
4. All property is disposed of in an environmentally friendly manner that meets municipal, provincial, and federal legislation and guidelines:
 - a) Household hazardous waste: disposed of through local waste management per local municipal guidelines;
 - b) Prescription and over-the-counter medications: provide to the pharmacy for disposal;
 - c) Illegal drugs and controlled substances: The Housing Services will contact the local police for removal and disposal;
 - d) Firearms and explosive devices: The Housing Services will notify local police for the seizure and disposal. Request receipt or quit claim;
 - e) Salvageable goods: encourage recycling of goods, clothes and other items may be given to local non-profit organizations. The Community Relations Agent will arrange for local non-profit agencies to pick up what could be reused.
5. After all salvageable goods are removed from the apartment, the Building and Engineering Services will empty the apartment using a container when required. Time and containers will be charged to the former tenant. If a third-party contractor is needed for cleaning or disposal of goods, invoice will be charged to the former tenant.

The Community Relations Agent will:

- Determine if a unit is vacant/will be vacated;
- Notify the Building and Engineering Services that an inspection is required;
- Indicate the circumstances under which the unit was vacated;
- Determine, based on the circumstances of tenant departure, the date on which the Housing Services takes possession of the unit;

- Consult with the Housing Manager for unique and unforeseen circumstances to determine the date Housing Services takes possession of the unit, and how to manage tenant property left behind after tenant vacated;
- Arrange with non-profit local agencies to remove all salvageable goods from the apartment;
- Notify Building and Engineering Services that what is left in the apartment can be disposed of, following the "Disposal steps to be followed" section of this document.

Building and Engineering Services will:

- Perform move-out inspection upon tenant departure, and identify any remaining personal property;
- Identify the tenant's property remaining for which disposal is necessary;
- Arrange to have the locks changed when required;
- Immediately arrange to dispose of any unsafe or unhygienic items;
- Complete a work order for a contractor if required to clean apartment or dispose of remaining personal property immediately after Community Relations Agent indicates that all salvageable goods have been removed from the apartment;
- Charge disposal costs to the tenant's account—copy of invoice and receipts to be sent to the Housing Services.

The contractor will:

- If a contractor is required, he will be responsible for the disposal of property in an appropriate manner, meeting all environmental requirements.

Causes of Vacancy:

- Tenant vacates with notice;
- Tenant evicted;
- Tenant abandons unit (skip out);
- Tenant moving into a long-term care facility;
- Tenant deceased.

Procedures

Tenant wants to vacate unit without giving 2 months notice of termination as per Section 27 of the lease

- 1) Tenant shall fill out a special request—lease notice of termination and provide reason and proof if available. (see example Schedule A);
- 2) The Community Relations Agent will evaluate the request and meet with the tenant to sign the Agreement to End the Tenancy (Form N11).

Tenant vacates with notice

Property can usually be disposed of immediately if the tenant vacates the unit after a notice of termination was given by the landlord, tenant, or LTB, and the tenant returned the unit keys.

Notify tenant that everything remaining in the apartment will be disposed of and he will be responsible for all fees related. An agreement can be taken with the tenant if he intends to finish emptying the apartment. Tenant shall have a maximum of 1 week to empty the apartment. (7 consecutive days);

Follow the "Disposal steps to be followed" of this document;

Note: check the provisions of the lease before disposing of any property. Some leases contain clauses that property will be held for a specified period. If the lease is more generous than the Residential Tenancies Act, then the lease provisions prevail.

Tenant Evicted (enforced)

Tenant is evicted due to Landlord and Tenant Board Order enforced by the Sheriff. Property must be made available to the tenant for 72 hours following the enforcement of an eviction.

Tenant relation worker will:

- Provide tenant with a minimum of 72 hours following eviction to retrieve their belongings after the locks have been changed;
- Make property available at a mutually acceptable time between 8 a.m. and 8 p.m.;
- Can agree to different terms for disposal with the tenant;
- Housing Services will not be liable for disposing of property after the 72 hours has lapsed;
- Follow the section "Disposal steps to be followed" of this document.

Tenant abandons Unit (skip out)

- 1) Where the tenant moves without any notice or agreement (abandonment) and left some goods in the apartment;
 - Send the Abandoned Unit Letter (Schedule B) to the tenant;
 - Contact the Engineering and Building Services to change the locks at the unit;
 - Place tenant "on notice" in Yardi with:
 - a) Move-out date = end of the current month, and;
 - b) Responsibility date = end of next month if the unit was abandoned and tenant left furniture and goods in the apartment.
 - Property must be made available for 30 days following an Order, or where a notice has been given by the landlord;
 - Allow access to personal property until 4 p.m. the day of the responsibility date;
 - Make property available at a mutually acceptable time between 8:00 a.m. and 8:00 p.m.;
 - The landlord may require the tenant to pay the landlord for arrears of rent and any reasonable out-of-pocket disposal-related expenses incurred by the landlord in moving, storing, or securing the tenant's property;
 - After the responsibility date, follow the "Disposal steps to be followed" of this document.
- 2) Where the tenant moves without any notice or agreement (abandonment) and nothing is left in the apartment;
 - Contact the Engineering and Building Services to change the locks at the unit;
 - Place tenant "on notice" in Yardi including:
 - a) Move-out date = date the unit was abandoned, and;
 - b) Responsibility date = end of current month.
 - The day following the responsibility date, Building and Engineering Services may enter to start fixing the apartment.

Tenant moving to a long-term care facility or deceased

The sole tenant of a unit is moving to a long-term care facility or has deceased. The tenancy shall be deemed to be terminated at the end of the following month if all the tenant's goods can't be removed by the end of the current month.

The Case Manager will:

- Upon determining that the tenant is deceased or moving to a long-term care facility:
 - 1) Contact the emergency contact noted on file;
 - 2) Update the unit to "on notice" in Yardi; and;
 - 3) Complete the move-out and responsibility date at the end of the current month if the family can empty the apartment by the end of the current month or the end of next month if they need more time.
 - 4) Allow access to the unit and tenants belongings until the move-out date to the following:
 - a) Executor or administrator named in the deceased tenant's will;
 - b) If there is no executor/administrator, access is permitted to one of the following, upon providing identification or verification, in the order indicated:
 - individual with Power of Attorney for financial matters on behalf of the client;
 - a relative who provides a copy of the death certificate for the deceased tenant;
 - an individual in possession of a unit key in accordance with the prior request and authorization of the tenant;
 - when no family members are identified, or none come forward to claim the deceased's property, the Public Trustee and guardian is to be notified.
 - 5) Arrange to have the unit locks changed at the end of the lease by the Building and Engineering Services;
 - 6) Follow the "Disposal steps to be followed" if the apartment is not empty.



Questions

If you have questions about this document, please contact your Housing Services Manager at the United Counties of Prescott and Russell.

APPROVED BY: _____

DATE: _____



Schedule "A"
SPECIAL REQUEST—LEASE NOTICE OF TERMINATION

Request for exemption of section 27 of my lease.

Notice of Termination (27) The Tenant shall give the Landlord sixty (60) days prior written notice of the intention to move out of the Unit. The notice shall be effective on the last day of a month. The Tenant is responsible to pay rent until the end of the sixty (60) day notice period. When vacating the Unit, the Tenant shall leave it and all equipment belonging to the Landlord in clean and good condition, consistent with its age and use.

With your permission, I would like to terminate my lease at and leave my apartment situated at _____ on _____ (date).

Reason:

Proof if available or letter from an agency.

Signature: _____

Date: _____

Schedule "B"



date

name

address

address

RE: 24-hour notice

Mrs.

We have reasons to believe that you no longer live in your home located at address.

For verification purposes, we wish to inform you that an inspection of your home will be carried out on June **10, 2021, at 1:00 p.m.**

Pictures might be taken as needed and added to your electronic file.

Please consider this to be a notice of 24 hours, according to the *Residential Tenancies Act, 2006*, Chapter 17, which allows us to access your unit. We ask you to make sure a person is able to give us access to your Residential Unit. However, if nobody is available at the appointed time, we will enter with our key. We request that all dogs are either attached or away.

Should you have any questions, don't hesitate to communicate with me at (613) 675-4661 or by e-mail at kmartel@prescott-russell.on.ca

Kim Martel
Tenant Placement Clerk
Housing Services



Date:

Name and address

Dear tenant,

Re: abandoned unit

We were recently alerted that you may have vacated your unit. A 24-hour notice was sent to you and Housing staff inspected your unit on _____ to see if you have moved out. Based on that inspection and the following observations, it is believed that you no longer live in the unit.

- Rent in arrears in the amount of _____
- Observations:

To protect our property, we will take possession of the unit on _____. All of your personal belongings must be removed within 30 days of this letter. Any items still remaining in the unit/on the property after 30 days of today's date will be removed and disposed of, and all costs for removal of these items will be charged to you. If you wish to recover these items, you must contact _____ immediately upon receipt of this notice.

Please be aware that damages to the unit or building that is beyond normal wear and tear will be repaired and you will be responsible for the cost of such repairs. To be eligible for rent-geared-to-income assistance, you must not owe any arrears to any social housing provider in Ontario.

Please contact me if you have any questions about this matter.

Yours truly,
