

### 3.1 Definitions

<b>Visitor</b>	A visitor is a person who visits a tenant for a time period of less than 2 consecutive weeks, but whose principal residence is elsewhere (outside the non-profit)
<b>Guest</b>	A guest is defined as anyone that stays at a unit for a limited time with the approval of the Corporation. Their income is not included in the calculation of rent-geared-to-income.
<b>Tenant</b>	A tenant is a person who has signed a lease agreement with DRNPHC. All members of a household aged 16yrs and older are required to sign the lease agreement.
<b>Occupant</b>	Occupants are persons who are listed on the lease agreement but are not lessees. In the case of RGI households occupants are defined as dependent children of tenants aged 15 or younger

#### 3.3.12 Guest Policy

Ontario Regulations 339/01, s.21(3) require housing providers to establish rules for the temporary accommodation of guests in its rent-geared-to-income units and to provide a copy of the rules to the service manager and to the households residing in those units.

This policy applies to all Durham Region Non-Profit Housing Corporation tenants.

##### 3.3.12.1 Visitors

Visitors may come to a tenant's unit as frequently as the tenant invites them. Frequent visitors may be required to demonstrate that they have a principal residence elsewhere.

##### 3.3.12.2 Guests

- a) A guest may stay with a tenant for a maximum of two weeks without requiring the permission of DRNPHC.
- b) If a tenant wishes a guest to stay longer than two weeks, he or she must write to DRNPHC, stating the length of time the guest would like to stay. The written notification must include the name(s) of the guest(s), the dates they will be residing in the unit, and their vehicle license plate information (if applicable). Such a request will be considered by Tenant Services in consultation with Housing Operations.
- c) Should the request be approved, the maximum length of time a guest may stay with permission of DRNPHC is four (4) weeks.
- d) A request may be refused if:

- it appears the guest does not intend, or has no prospects of, moving at the end of the agreed-to term
  - staff or tenants have complained about the guest's behavior and those complaints have been found valid
- e) Approval of a guest to stay in a unit may be revoked if complaints are received or the guest fails to abide by tenancy rules after approval is given.
- f) The length of a guest's stay may be extended at the Corporation's discretion to address special circumstances including but not limited to:
- where the guest is providing medical or care services to the tenant as prescribed by a physician; or
  - where the guest resides out of the country; or
  - other extenuating circumstances
- g) Guests requesting an extension to their stay must provide proper documentation as determined by the Corporation. All such requests will be reviewed on a case by case basis.
- h) The Corporation may refuse to extend the stay of a guest if:
- it appears the guest does not intend, or has no prospects of, moving at the end of the agreed-to term
  - staff or tenants have complained about the guest's behavior and those complaints have been found valid
- i) If a guest stays beyond their approved length of stay, the household will be notified that the guest must either
- leave the unit, or
  - make application to be added to the household.
- Failure to comply with either option will result in the termination of the household's subsidy with 90 days notice.
- j) Should the tenant move out of the unit, the guest must also move out. Any guest staying in the unit after the lease holding tenant moves out will be removed.

### 3.3.12.3 Additions to Households

- a) Households Receiving an RGI Subsidy:
- i) Tenants must report any new persons in the unit within 10 business days of their moving into the unit.

- ii) Where an RGI tenant wishes their guest to be added to the household, they must submit a written request to do so to the Corporation.
  - iii) Persons wishing to join an RGI household must:
    - complete an application
    - submit proof of their income
    - be a Canadian citizen, landed immigrant or refugee claimant not under a deportation order or departure order
    - not owe arrears to a social housing provider in Ontario
    - not be guilty of obtaining RGI subsidy wrongfully, or misrepresenting income, within the last two years
    - not own residential property, unless they agree to sell their property within 180 days of moving in
    - not have income or assets above limits established by Durham Region
  - iv) If the person(s) requesting to be added to the household is not eligible for an RGI subsidy, the Corporation will inform the tenant. The Corporation may allow the person(s) to become a tenant, but remove the household's subsidy with 90 days written notice.
  - v) If the person(s) is/are eligible for an RGI subsidy then the Corporation will allow them to become a tenant. The household, including the new person(s) will be required to sign a new lease and the rent will be re-calculated based on total household income.
  - vi) The Corporation may also refuse to allow a person to become a tenant on the following grounds permitted under Ontario Regulation 339/01:
    - it would be contrary to the mandate set for the project
    - they have a rental history of non payment of rent
    - they have arrears with another social housing provider for rent or damages
    - the physical characteristics of the unit do not suit the needs of the household
  - vii) If the guests(s) insist on staying, then the Corporation may take legal action up to and including the eviction of the entire household through the Ontario Rental Housing Tribunal.
- b) Market Tenant
- i) Tenants must report new occupants of their unit within 10 business days, of their moving into the unit.
  - ii) It is the decision of the market rent tenant as to whether they wish the guest to apply for tenancy rights to the unit or whether they wish to add them as

occupants to the lease

- iii) If a guest of a market tenant wishes to apply for tenancy rights, both the tenant and guest must submit a written request to the Corporation to do so.
- iv) If the Corporation decides to grant permission to add the additional person(s) to the household, a new lease agreement will be prepared for the household, including the new person(s) to sign.
- v) The Corporation reserves the right to refuse to grant tenancy of any person(s) to an existing household for any of the following reasons:
  - the new person(s) has/have a record of damage, arrears, or disturbances
- vi) If either the tenant does not wish to add the guest or if the Corporation refuses to grant tenancy rights to the new person(s) they may stay with the household as occupants without signing the lease. They will therefore have no tenancy rights. The existing tenant would be solely responsible for the rent and would be responsible for the behaviour of the new person(s). When the original tenant moves out the additional person(s) residing in the unit must also vacate.

#### 3.3.12.4 Unreported Guests / Very Frequent Visitors

Investigation and remedy of unreported guests or visitors that come to the unit on a very frequent basis shall proceed in accordance with the Corporation's Misrepresentation Policy for unreported occupants (Section 3.9.3 and 3.9.4)

#### 3.3.12.5 Keys

The Corporation will not issue any keys to a visitor or a guest of a tenant.

#### 3.3.12.6 Parking

Visitors and guests must comply with parking rules and regulations. Vehicle information may be requested by the Corporation.

#### 3.3.12.7 Appeals Process

Any tenant who disagrees with the Corporation's decision regarding a visitor or guest must file a written dispute within 10 business days of the decision being made.