

1. Authority

- 1.1 This Policy is issued under the authority of the Yukon Housing Corporation (YHC) Board of Directors.
- 1.2 *Housing Corporation Act*, RSY 2002, c. 114:
 - 4 (2) Without restricting the generality of subsection (1), the corporation may undertake, carry to completion, or assist in the provision, development, maintenance, and management of housing
 - a) generally;
 - b) for families and individuals;
 - c) for employees of the public service;
 - d) for students;
 - e) for senior citizens; and,
 - f) for families and individuals receiving social allowances or social assistance.

2. Application

- 2.1 This policy applies to all former and current tenants of YHC units rented out under the Rent Geared to Income Housing Program and the Staff Housing Program (the "Programs").
- 2.2 The terms of this policy shall apply to every YHC tenancy agreement.

3. Purpose

- 3.1 To provide direction to YHC staff tasked with preventing and managing tenant rental arrears.
- 3.2 To explain how tenant rental arrears are determined under the Programs for the purpose of the Rent Geared to Income and Staff Housing Residential Tenancy Agreements. This policy is incorporated by reference into those Residential Tenancy Agreements.
- 3.3 Tenants who are found non-compliant will be given a first-offence warning letter reminding them of the terms of the Tenancy Agreement related to rental arrears, and a second notification will be sent if the tenant continues to be non-compliant with the Policy, advising them that the third notification will be their eviction notice.
- 3.4 Failure of a tenant to comply with tenant responsibilities outlined in this policy within a reasonable time after YHC provides written notice will result in termination of tenancy.

4. Principles

- 4.1 As part of its Rent Geared to Income Housing Program and Staff Housing Program, YHC requires its tenants to live independently and abide by the terms of their tenancy agreement.
- 4.2 All policy and procedures relating to arrears will ensure the integrity of YHC staff and rent geared to income programs is maintained through pro-active management and regular collection of arrears using a fair, open and consistent approach.
- 4.3 YHC staff have the discretion to make day-to-day decisions relating to rental arrears management as delegated by their Director.
- 4.4 Subject to 4.3, former tenants with arrears will be allowed to apply for housing under the conditions they are eligible and sign an Agreement to Pay.

5. Definitions

- 5.1 “Agreement to Pay” means a written payment arrangement between YHC and an individual that details rates and period of repayment for identified rental arrears or charge backs.
- 5.2 “Rental arrears” means non-payment of rent within the timeframe prescribed in the tenancy agreement.
- 5.3 “Rent” means money paid or agreed to be paid, or value or a right given or agreed to be given, by or on behalf of a tenant to a landlord in return for the right to possess a rental unit, for the use of common areas and for services or facilities, but does not include any of the following: a damage deposit, a fee prescribed in this or any Yukon government legislation, regulation or policy.
- 5.4 “Tenancy Agreement” means a written agreement between YHC and a tenant respecting possession of a rental unit, use of common areas and services and facilities.
- 5.5 “Tenant Charge Backs” are costs billed by YHC to its current or former tenants that are directly related to the damage of a tenant's unit or other related costs (e.g. unpaid utilities, lock changes, garbage removal, storage fees).
- 5.6 “YHC” means Yukon Housing Corporation.

6. Roles and Responsibilities

- 6.1 Tenants are responsible for:
 - 6.1.1 Understanding and abiding by the terms of their tenancy agreement with YHC.
 - 6.1.2 Paying rental arrears and/or tenant charge backs in a lump sum or according to their Agreement to Pay.

6.1.3 Promptly advising Housing Operations branch staff of changes to their financial situation, particularly changes that may impact their ability to pay rent or rental arrears.

6.2 Yukon Housing Corporation is responsible for:

6.2.1 Overseeing the implementation of the rental arrears policy and procedures.

6.2.2 Exercising discretion on how the policy and procedures are implemented including determinations about circumstances beyond a tenant’s control that have significantly contributed to accumulation of rental arrears and/or tenant charge backs.

6.2.3 Delegating authority to staff for matters under jurisdiction of the policy and procedures.

6.2.4 Providing fair and equitable services through: 1) considering client files on an individual basis, 2) utilizing a flexible approach of prevention, early intervention and active management, 3) balancing consideration for tenant needs with fiscal responsibility, and 4) using tenancy termination for rental arrears only as a last resort.

6.2.5 Tracking the payment of rental arrears reporting to the YHC Board on uncollectable rental arrears.

6.2.6 Engaging in reasonable efforts to support and retain tenants and collect rental arrears owing.

6.2.7 Developing, approving and monitoring Agreements to Pay.

6.3 YHC Board of Directors is responsible for making decisions regarding uncollectable rental arrears.

7. Policy Review

This policy will be reviewed as required after implementation to ensure its effectiveness and compliance, as well as its alignment with Yukon government legislation.

YHC APPROVAL	<i>Effective Date:</i> February 1, 2016	<i>Latest Revision Date:</i> June 30, 2016
	<i>Section Amended:</i> S. 1 (January 15, 2016), S. 3 (June 30, 2016)	
	<i>President, YHC Approval: (original signed)</i>	<i>YHC Chair Approval: (original signed)</i>