



Tenant Relocation Plan

Revised: March 2026

The Tenant Relocation Plan should be submitted at the time of your Zoning Bylaw Amendment or Strata Conversion application. To ensure legibility, please complete (type) using the fillable PDF form.

The City of West Kelowna's Rental Protection and Tenant Relocation Assistance Policy applies to all Zoning Bylaw Amendment or Strata Conversion applications that would result in the proposed demolition or strata conversion of any building or combination of buildings containing five or more dwelling units within a purpose-built rental development.

Instructions for Landlords and Developers

1. Understand the rights and responsibilities of landlords and tenants.

Please review the City of West Kelowna's Rental Protection and Tenant Relocation Assistance Policy and the Provincial [Residential Tenancy Act](#) regarding relocation assistance expectations and requirements.

2. Provide a Tenant Household Needs Assessment form to existing tenants.

A Tenant Household Needs Assessment (THNA) form should be provided to each existing tenant household to be completed at the discretion of the tenant. Information provided by the tenants should inform your Tenant Relocation Plan. Completed forms must be attached to your Tenant Relocation Plan submission to the City as Appendix B. Evidence of delivery (e.g. registered mail delivery receipts) should be provided upon request to demonstrate that tenant households have received the form.

3. Complete the Tenant Relocation Plan requirements, including:

- A. Site Information
- B. Summary of Existing Rental Units
- C. Summary of Proposed Units and Tenure
- D. Tenant Relocation Coordinator Contact Information
- E. Detailed Tenant Relocation Assistance Plan
- F. Detailed Tenant Communications Plan
- G. Appendix A – Statement of Occupancy
- H. Appendix B – Completed Tenant Household Needs Assessment Forms
- I. Appendix C – Correspondence with Tenants
- J. Appendix D – Tenant Relocation Coordinator Experience (CV)

4. Sign a Developer FIPPA Compliance Acknowledgement form.

The Developer FIPPA Compliance Acknowledgement Form ("FIPPA Acknowledgement Form") outlines the landlord's responsibility to protect the information they receive from their tenants. The FIPPA Acknowledgement Form is provided at the end of this document.

5. Include completed Tenant Relocation Plan and signed FIPPA Acknowledgement Form with your Development Application submission package.

A. Site Information

Site Address:	Site Legal Description:
Registered Owner Name(s)	
Applicant Agent Name:	
Phone:	Email:



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Revised: March 2026

B. Summary of Existing Rental Units

Existing building type

(Select all that apply)

☐ Market rental building

☐ Non-market rental building

Please complete the summary table below. Information should be accurate as of the date of your Detailed Application Submission.

Unit Type	Number of Occupied Rental Units	Number of Vacant Rental Units	Number of Owner-Occupied Units	Current Average Monthly Rent of Rental Units
Studio				\$
1 BR				\$
2 BR				\$
3 BR				\$
4 BR +				\$
Total				n/a

C. Summary of Proposed Units and Tenure

Please complete the summary table below. Information should be accurate as of the date of your Detailed Application Submission.

	Studio	1 BR	2 BR	3 BR	4 BR+	Total
Number of Market Rental Units						
Number of Non-Market Rental Units						
Number of Strata Units						

Proposed timeline of redevelopment: _____

D. Tenant Relocation Coordinator Contact Information

Coordinator name:	Organization:
Email:	Phone /Cell Number:
Hours of Availability:	

Please acknowledge by signing below that the notice to end tenancy cannot be issued until after all required permits for the projects have been issued by the City under the provisions of the *Residential Tenancy Act*. I understand that final approval of the Zoning Bylaw Amendment or Strata Conversion application is Council's decision, and that Relocation Assistance is available based on the Tenant Relocation Plan.

Signature of Applicant/Agent: _____



Tenant Relocation Plan

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E. Tenant Relocation Plan (1/2)												
Policy Components	Tenant Relocation Assistance Plan											
Financial Assistance <i>Please indicate how you plan to compensate the tenants.</i> <u>Minimum expectation</u> <table border="1"> <thead> <tr> <th>Resident Tenure in Years</th> <th>Number of Months Rent</th> </tr> </thead> <tbody> <tr> <td>Less than 5 years</td> <td>3 months</td> </tr> <tr> <td>5 – 9 years</td> <td>4 months</td> </tr> <tr> <td>10 – 19 years</td> <td>5 months</td> </tr> <tr> <td>20 years and above</td> <td>6 months</td> </tr> </tbody> </table> <i>The above amounts include any compensation due under the Residential Tenancy Act.</i>	Resident Tenure in Years	Number of Months Rent	Less than 5 years	3 months	5 – 9 years	4 months	10 – 19 years	5 months	20 years and above	6 months	Number of months of rent: Additional financial assistance:	months
Resident Tenure in Years	Number of Months Rent											
Less than 5 years	3 months											
5 – 9 years	4 months											
10 – 19 years	5 months											
20 years and above	6 months											
Moving Expenses <i>Please indicate how you plan to assist tenants with moving expenses.</i> <u>Minimum expectation</u> Flat rate payout to each tenant housing in the amount of: • \$1,000 for studio and 1- bedroom units • \$1,250 for 2-bedroom units • \$1,500 for 3-bedroom or larger units <i>The above amounts should be adjusted upwards annually from the date this policy was approved (2025) based on the Consumer Price Index (CPI)</i>	Studio and 1-bedroom units: 2-bedroom units: 3-bedroom or larger units: Additional moving supports:	\$ per unit \$ per unit \$ per unit										
Right of First Refusal <i>Please indicate how much of a discount you plan to offer the tenants in the Offer for right of first refusal. This section does not apply to strata conversion applications.</i> <u>Minimum expectation</u> • Each Eligible Tenant shall be offered right of first refusal to enter into a tenancy agreement for a rental unit in the new building(s). • Returning Eligible Tenants should be offered a minimum 20% discount below average market rental rates for replacement rental units.	Discount offered: Other comments:	% Discount										



Tenant Relocation Plan

Revised: March 2026

E. Tenant Relocation Plan (2/2)		
Policy Components	Tenant Assistance Plan	
Relocation Assistance <i>Please indicate how you plan to provide relocation assistance to tenants.</i> <u>Minimum expectations:</u> - Prioritize the same general area of residence of the purpose-built rental development, unless the Eligible Tenant requests options in other communities in the Okanagan region - Meet the Eligible Tenants' unit type and needs, as identified in the Statement of Occupancy, and through one on one meetings, Tenant Household Needs Assessment Form, unless otherwise agreed to by the Eligible Tenant in writing - Charge rent generally not exceeding the greater of 10% above the CMHC average market rent for the City of West Kelowna, or 10% above the rent currently being paid for the existing unit. In the event that such a unit is not available despite a reasonable effort by the Applicant or Tenant Relocation Coordinator, alternative arrangements can be made if agreed to by the Eligible Tenant in writing.	Has a Tenant Relocation Coordinator been hired?	☐ Yes ☐ No
	Confirm that a Tenant Household Needs Assessment form has been provided to each tenant household. All completed forms must be attached as Appendix B.	☐ Yes, and all completed forms are attached as Appendix B ☐ No
		If 'No', please provide a rationale:
	Please confirm that you will undertake the following tenant relocation assistance measures. <i>(Select all that apply)</i>	☐ Provide a minimum of 3 rental unit options to each tenant ☐ Rental unit options will have the same number of bedrooms as the tenant's current unit ☐ Rental unit options will be located within the City of West Kelowna unless otherwise specified by the tenant ☐ Rental unit options will have rents that are no more than the greater of 10% above current rent or 10% above CMHC median rent for West Kelowna ☐ Rental unit options will meet other specified needs of the tenant
	Additional relocation supports:	
Notice to Vacate <i>Please indicate the notice period to vacate that you plan to provide tenants.</i> <u>Minimum expectation:</u> 4 months after demolition permit is issued (i.e. requirement under Residential Tenancy Act)	Notice period:	months
	Other comments:	

Please note that you may be requested by City staff to provide additional and/or updated information throughout the Development Application and Building Permit processes.



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Revised: March 2026

F. Tenant Communications Plan	
Policy Components	Tenant Communications Plan
How and when did you inform tenants of the Zoning Bylaw Amendment Application or Strata Conversion Application?	
How will you be communicating to tenants throughout the Application process? <u>Minimum expectation:</u> • Provide all Eligible Tenants with notice of intent to redevelop or stratify the property ("The Notice") and copy of the Tenant Relocation Plan prior to the application becoming public (i.e. site sign, etc.). • Host a tenant information meeting for all eligible Tenants prior to 1st reading of the Zoning Bylaw Amendment application or meeting of Council to consider the Strata Conversion Application. • Conduct one-on-one meetings with eligible tenants to assess additional needs beyond those identified in the Statement of Occupancy. • Notifications must be provided directly to tenants. • Notifications must be posted in conspicuous places within the building(s), where possible.	
What kind of resources will you be communicating to your tenants and how will you facilitate tenants in accessing these resources? <u>Examples:</u> • Residential Tenancy Branch website • City of West Kelowna Rental Protection Tenant Relocation Assistance Policy • Tenant Resource and Advisory Centre resources • Provincial Housing supports (SAFER and BC Housing Registry)	



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Other Comments:	
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Please note that you may be requested by City staff to provide additional and/or updated information throughout the Detailed Planning Application and Building Permit processes.

[illegible]

[illegible]



Appendix B - Completed Tenant Household Needs Assessment Forms

The Applicant is responsible for submitting copies of all completed and signed Tenant Household Needs Assessment forms as Appendix B. Evidence of delivery (e.g. registered mail delivery receipts) should be available upon request to demonstrate that tenants have received the form.



Appendix C

Correspondence with Tenants

The Applicant is responsible for submitting copies of all written communication or notification materials sent to tenants, including any information provided to tenants at the preliminary applications stage, to City staff as Appendix C. This includes but is not limited to information on resources available for eligible tenants, the Rental Protection and Tenant Relocation Assistance Policy, instruction on how to access resources provided by the Residential Tenancy Branch and the Tenant Resource and Advisory Centre, as well as links to Provincial housing supports such as the SAFER program and BC Housing Registry.



Appendix D -Tenant Relocation Coordination Experience (CV)



FIPPA Compliance Acknowledgement Form

The City of West Kelowna Rental Protection and Tenant Relocation Assistance Policy (the "Policy") requires landlords to collect tenants' personal information to assist them to find new, comparable rental accommodations. Landlords must handle tenants' personal information in compliance with the *Freedom of Information and Protection of Privacy Act (FIPPA)*. Adhering to the privacy procedures below will ensure compliance with the requirements of *FIPPA*.

Collection: The Policy collects the following personal information through the Tenant Relocation Plan form (the "Plan") and the Tenant Household Needs Assessment form (THNA): tenant name, unit address, unit type, number of occupants, monthly rent, length of tenancy, and household needs or characteristics (e.g. pets, accessibility). Helping tenants find new, comparable rental accommodation is the only purpose for collecting their personal information. This purpose complies with section 26(c) of *FIPPA* which states that personal information may be collected where "the information relates directly to and is necessary for a program or activity of the public body". Tenants' personal information cannot be used for any other purposes.

Use: Tenants' personal information must, per section 32(a) of *FIPPA*, only be used "for the purpose for which that information was obtained or compiled, or for a use consistent with that purpose (see section 34)". Section 34 provides that a use is consistent if it has a "reasonable and direct connection to that purpose." Accordingly, tenants' personal information can only be used for the purposes of the Policy program.

Disclosure: The tenants' personal information can only be disclosed "for the purpose for which it was obtained or compiled, or a use consistent with that purpose" (section 33.2(a)). In other words, disclosure is only to those who require it in order to perform work that "relates directly to and is necessary for" (section 26) delivering the assistance available under Policy (e.g. on a "Need to Know" basis).

Accuracy: *FIPPA* requires that "every reasonable effort" be made to ensure personal information is accurate and complete (section 28). When a tenant completes the THNA form, they need to review the personal information they provide to confirm it is correct. It is important to double check for accuracy when transcribing from the form to Appendix A of The Plan.

Correction: Per *FIPPA*, tenants can request to review and correct their personal information at any time after the decision is implemented regarding the assistance they received under Policy. The landlord will provide the access.

Protection: Every reasonable effort must be made to protect tenant information from unauthorized collection, use, disclosure, access, or premature destruction. This includes password protecting tenant information, keeping it separate from other information, keeping it in one location, limiting access (e.g. "Need to Know" basis), and not sharing it as unencrypted data. These are all reasonable security efforts.

Retention: Personal information is only kept for as long as it is operationally required. After that, tenant correspondence must be securely destroyed so they cannot be reconstituted and the personal information in Appendix A of The Plan must be aggregated so that specific individuals cannot be identified in the future.

I have read and understand my responsibilities with regard to compliance with *FIPPA* as explained above.

Signature

Print Name

Date