

# Enter a Tenant | Internal Transfer Method

## Scope:

This guide provides instructions for processing an internal transfer. This guide does not cover updating tenant income and assets or rent calculation. If rent calculation is required for your development, seek assistance from The Rent Desk.

**Rent Desk** | Phone: 604-439-4167 | Toll free: 1-800-257-7756, local 4167 Email: [rentdesk@bchousing.org](mailto:rentdesk@bchousing.org)

## Applicable Area(s):

- Housing Connections

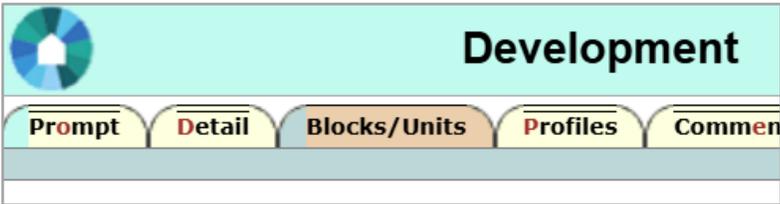
## For Use By:

- Housing Providers

## Before You Start:

- Confirm you have access to [Housing Connections](#) | submit access requests to [hconnections@bchousing.org](mailto:hconnections@bchousing.org)
- Confirm that the unit the tenant is transferring into is vacant
- Confirm move out/move in dates

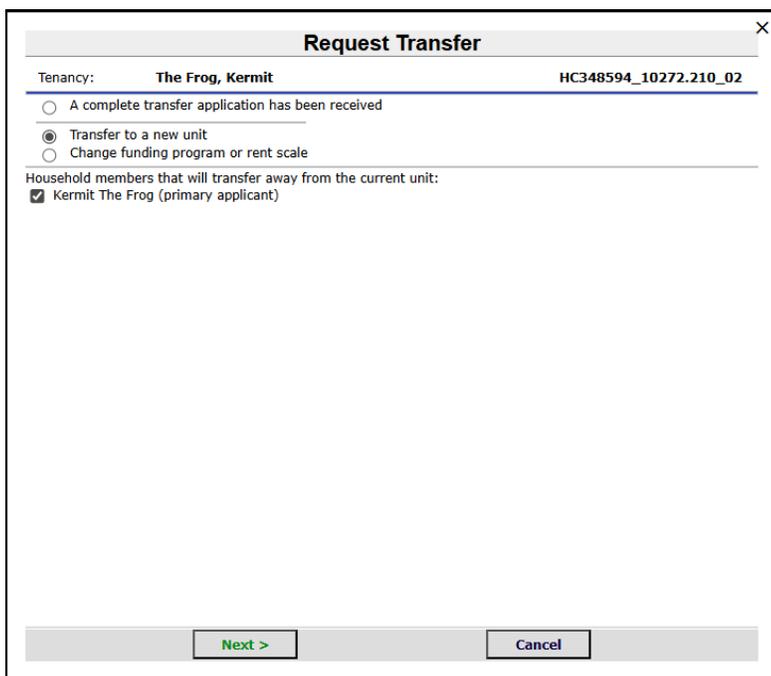
## Procedure:

	<ol style="list-style-type: none"> <li>1. Select your building from the <b>Development</b> drop-down list</li> </ol>																									
	<ol style="list-style-type: none"> <li>2. Go to the <b>Blocks/Units</b> tab</li> </ol>																									
 <table border="1"> <thead> <tr> <th>Address</th> <th>Ref</th> <th>Sz</th> <th>Subsidy</th> <th>Tenant</th> </tr> </thead> <tbody> <tr> <td><a href="#">Mathilda Manor IV</a></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td><a href="#">101 - 160 Ontario Street, General Delivery</a></td> <td>10272.101</td> <td>0</td> <td></td> <td><a href="#">The Frog, Kermit</a></td> </tr> <tr> <td><a href="#">102 - 160 Ontario Street, General Delivery</a></td> <td>10272.102</td> <td>0</td> <td></td> <td>None</td> </tr> <tr> <td><a href="#">103 - 160 Ontario Street, General Delivery</a></td> <td>10272.103</td> <td>0</td> <td></td> <td><a href="#">Monster, Cookie</a></td> </tr> </tbody> </table>	Address	Ref	Sz	Subsidy	Tenant	<a href="#">Mathilda Manor IV</a>					<a href="#">101 - 160 Ontario Street, General Delivery</a>	10272.101	0		<a href="#">The Frog, Kermit</a>	<a href="#">102 - 160 Ontario Street, General Delivery</a>	10272.102	0		None	<a href="#">103 - 160 Ontario Street, General Delivery</a>	10272.103	0		<a href="#">Monster, Cookie</a>	<ol style="list-style-type: none"> <li>3. Click on the name of the tenant you wish to transfer</li> </ol>
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[Request Transfer/Transfer to a New Unit](#)

4. From the **Tenancy** page, click on **Request Transfer/Transfer to a New Unit** from the quick action bar.

 Note: If the **Request Transfer/ Transfer to a New Unit** links are not displayed in the quick action bar, use the Direct Entry method to enter the tenant.

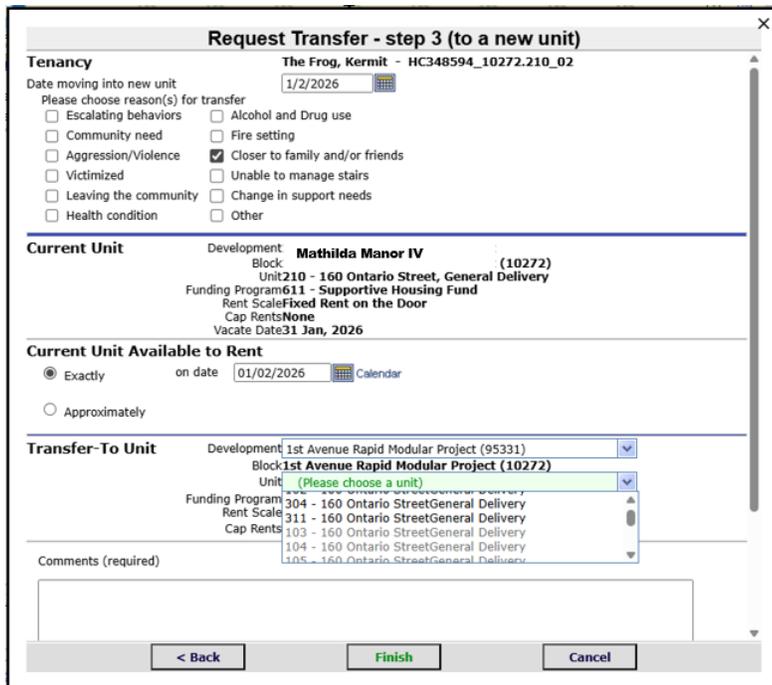


The screenshot shows a dialog box titled "Request Transfer" with a close button (X) in the top right corner. The dialog contains the following information:

- Tenancy: **The Frog, Kermit** HC348594\_10272.210\_02
- Three radio button options:
  - A complete transfer application has been received
  - Transfer to a new unit
  - Change funding program or rent scale
- Household members that will transfer away from the current unit:
  - Kermit The Frog (primary applicant)

At the bottom of the dialog, there are two buttons: "Next >" and "Cancel".

5. A new window will pop up. Select the **Transfer to a new unit** option and click **Next**.



6. Input the required information:

- **Date moving into new unit**  
Enter the Transfer Date <sup>i</sup>
- **Reason for Transfer**  
Must select one reason
- **Current Unit Available to Rent**  
Select **Exactly**
- **Transfer to Unit**  
Select the unit address from the dropdown list.

<sup>i</sup> Transfer Date Guidelines:

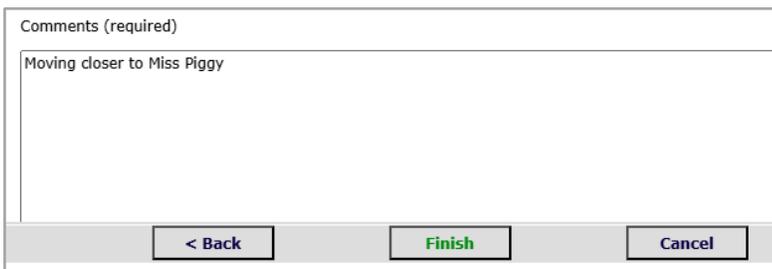
1<sup>st</sup> -14<sup>th</sup> set start date to 1<sup>st</sup> of the month.

*Example: Tenant moves in on Nov 3<sup>rd</sup> you set it as effective Nov 1<sup>st</sup>*

15<sup>th</sup> - end of month, set start date to 1<sup>st</sup> of the next month.

*Example: Tenant moves in on Nov 17<sup>th</sup> you set it as effective Dec 1<sup>st</sup>*

 **Tip:** Vacant units available to transfer into will be at the top of the drop-down list. Greyed out addresses are occupied and cannot be selected.



7. Click **Finish**.

The Transfer is complete.

If you experience any issues, please contact Housing Connections Support at [hconnections@bchousing.org](mailto:hconnections@bchousing.org)