



www.civida.ca

E: help@civida.ca

P: 780-420-6161

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10232 112 Street NW

Edmonton, AB T5K 1M4

Transfer Information for Tenants

There are two situations where a tenant can apply to transfer to another unit within Civida subsidized units: **emergency transfers** and **priority transfers**. When a tenant requests to transfer to a new unit for reasons related to health, safety, or security, we try our best to accommodate these requests.

Decisions about approving a request to transfer to a new unit will be made with consideration of serving Civida's waitlist, as well as the cost to turnover units during a transfer.

Below is information about the types of transfers you can apply for as well as the approval criteria.

If you have questions, please contact your Property Manager or our Customer Service Line at 780-420-6161.

Type of Transfers

There are two situations where a tenant can apply to transfer to another unit within Civida subsidized units.

Emergency Transfer

Civida is committed to supporting tenant safety. Emergency transfers are supported for households in which there is imminent danger to the health and safety of any member of the household.

If you require an Emergency Transfer, please contact your Property Manager. In cases of violent situations, documentation of the situation may be required. Documentation could include:

- Safer Space Certificate
- Record of complaint with a law enforcement agency
- Notes on the tenant file from Civida staff being made aware of an incident



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Priority Transfer

You may be eligible for a transfer to another unit if you meet one of the following:

- Under housed, meaning your unit is too small in terms of the number of bedrooms required outlined in the Housing Occupancy Standards through the Government of Canada
- Over housed, meaning your unit is too large based on the number of bedrooms required outlined in the Housing Occupancy Standards through the Government of Canada
- Have a medical or health condition that is directly related to, or made worse by your current housing unit

To qualify for a priority transfer, tenants must have been housed with Civida for a minimum of one year.

If you qualify for and would like to request a transfer, please contact your Property Manager.