

My name is Marianna Volynets and I have been a tenant at 5166 Halifax St since 2018.

I believe that due to an unfortunate flaw in the current version of the city TAP I have been unfairly denied protection from this displacement, which is supposed to be the main goal of the policy.

Here is how it affected me.

In the past I was a resident of Parkview Manor (6444 Willingdon Ave, Burnaby) for one year (2017-2018). The property was demolished and as a tenant eligible for 2018 TAP I received the following: 3 month rent compensation, additional one month rent compensation as a bonus from the applicant and some moving expenses. No "rent top up" or replacement unit was offered to me at that time. A few years later the policy was revised and some retroactive changes were made - with those amendments I received the right of first refusal at 6444 Willingdon Ave. Unbeknownst to me - it meant that I was stripped of a right to any protection from possible future displacement.

Here is how things unfolded:

I found a new home (without the help of a relocation coordinator) at Lilliana Court (5166 Halifax St, Burnaby) and have lived here since July 2018. Now I will be displaced for a second time - and this time I am rendered not eligible for ANY help at all. The current version of TAP (which is supposed to be so much more helpful than the previous ones) has this paragraph:

#### 4.3 Ineligible Tenants

The following tenants are not eligible for benefits under this policy:

- Tenants who begin their tenancy after the eligibility dates outlined in Section 4.1.
- Tenants who have or will be receiving top-up or lump-sum compensation in accordance with previous versions of the Tenant Assistance Policy for another rezoning application and are eligible for and awaiting an offer of a replacement rental unit under that application.

It is my understanding that the general intention of this eligibility criteria is to prevent people from receiving double benefits:

#### Tenants who are already receiving benefits

Tenants who have already applied for or are receiving benefits under the TAP are not eligible to receive benefits for another site. For instance, if a tenant lives in interim housing and the site becomes subject to another rezoning with TAP, the tenant does not get double benefits. This applies to all members of the household who were eligible for benefits.

Tenants cannot benefit from additional compensation by having a tenancy agreement in another eligible tenant's name (e.g. tenancy at original application site in one name and tenancy agreement at interim housing in spouse's name).

These tenants cannot withdraw from their right of first refusal at the original application site to receive tenant assistance compensation at another location.

Please note that in my 2018 displacement case there was no “rent top up” option. The compensation I had received in 2018 (4 months rent compensation) in no way had the potential to bridge the gap between the old and the new housing (the replacement unit is still not available and it has already been 5 years). Furthermore – that 4-month compensation I received in 2018 can in no way be helpful in my current second displacement situation. By trying to prevent me from possibly receiving double benefits - the policy prevents me from receiving help altogether. Through no fault of my own I am now left with absolutely zero protection: I do not qualify for any length of top up payments, any lump sum compensation, any moving or other kind of expenses. I don't even know if I actually qualify for the replacement unit at the previous site as 6444 Willingdon had a “no pet” policy and I got myself a pet in the meantime - before the retroactive amendment was made. I cannot afford the move and the current market rent cost; the replacement unit at 6444 Willingdon is not going to be ready until end of 2025 at the earliest. I have spoken to the Burnaby Renter's Office – they suggested negotiating with the applicant (Amacon). However the applicant has no interest in hearing me – the relocation coordinator was not engaging with me and later informed me that the company would not provide anything beyond what the City required. I am treated as non-existent despite me having been a tenant in good standing. This has caused a profound and lasting negative effect on my financial situation and my mental and physical health.

I know that Burnaby TAP is reviewed and significantly improved every two years. I believe that the policy has been written in good faith and did not intend to cause the type of harm I am experiencing.

What I am asking is for my case to become grounds for reviewing the current TAP eligibility criteria. I believe that I deserve an equal right to safety and protection, I am asking for the new TAP benefits to be extended to me until the replacement unit at 6444 Willingdon becomes available and beyond that if it turns out that I am ineligible for it (due to pet policy).

The other suggestion I would like to make is regarding a relocation coordinator. I suggest that it has to be a third party that doesn't have any conflict of interest with the affected tenants. In the case of 5166 Halifax St the relocation coordinator is also a property manager that is an employee of the applicant company. The property manager has interests of company in mind and does not properly engage with the tenants. They have power over the tenants and this creates a very unhealthy atmosphere where some tenants are afraid to speak up against the actions of the coordinator in fear of retaliation.

As a result of everything outlined - I had to fend for myself and rush to find a new place to live so that I don't end up on the streets when the move out notice is served.

I lost my home, most of my belongings, I have to pay rent that is much higher, I have gotten into debt trying to pay for the move that I did not want. This is wrong and the policy should not allow for that.

Thank you for consideration and I hope for some constructive resolution of the outlined problems.

Sincerely, Marianna Volynets  
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