

DND LIVING ACCOMMODATIONS INSTRUCTION

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1. Identification

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Application: This instruction is an order that amplifies DAOD 5024-0 *DND Living Accommodations* and DAOD 5024-1 *Residential Housing Units and Furnished Quarters* and applies to all DND living accommodations with the exception of field training and deployed operations accommodations.

Approval Authorities: This instruction is issued under the authority of the:

- Chief of Military Personnel (CMP)
- Assistant Deputy Minister (Infrastructure and Environment) (ADM(IE))

Enquiries:

- Administrative Response Centre (ARC) (for military personnel policy matters)
- ADM(IE) / Chief of Staff, Governance and Policy Section

2. Definitions

Accommodation Standards (*normes en matière de logement*)

Fundamental characteristics of DND living accommodations that meet the basic societal residential dwelling needs for a prescribed household size and composition or that meets the training goals or transient needs of CAF members at a CAF base/wing.

Assigned Residence (*résidence assignée*)

A DND residential housing unit that is designated in support of a CAF function attributable to the exigencies of military service or designated occupant's position or role on the unit establishment.

Base Shelter Value (BSV) (*valeur de base du gîte (VBG)*)

Base shelter value means the monthly market value for occupancy of a residential housing unit, including the monthly market value of covered residential parking allocated to the unit, as determined in accordance with guidance provided by the Treasury Board.

Note - The base shelter value excludes any utilities, furniture, appliances, any rental charge adjustments and special reductions.

Benchmark Unit (*unité de référence*)

A selected unit that represents each model type located on a base/wing used to determine the base shelter value. The Canadian Forces Housing Agency selects and reviews benchmark units annually.

Covered Residential Parking (*stationnement résidentiel couvert*)

Garage or carport.

Designated Residence (*résidence désignée*)

A DND housing unit that is designated to satisfy specific service requirements of the CAF and/or statutory departmental heritage responsibilities of DND. Designated residences are sub-categorized as "assigned" to meet an identified CAF requirement or as "heritage" where the character of the building must be maintained and protected in accordance with federal and departmental policies and procedures. Some designated residences are both assigned and heritage.

Residential housing unit (*unité de logement résidentiel*)

Unfurnished quarters or a leased housing unit administered by the Minister, including a heritage residence that may contain some furnishings.

DND Living Accommodations (*logements du MDN*)

All residential housing units and furnished quarters administered by the Minister except those used for field training or deployed operations.

Furnished Quarters (*logements meublés*)

Furnished quarters administered by the Minister, allocated for a training, residential, or transient purpose.

Geographic Boundary (*limite géographique*)

The limits of the area surrounding the base/wing as set by the base/wing commander in which CAF members posted to that location could reside.

Heritage Residence (*résidence patrimoniale*)

A DND housing unit that has been designated as a recognized or classified Federal Heritage Building by Parks Canada/Federal Heritage Review Office (FHRO) in accordance with Treasury Board policy.

Household (*ménage*)

Household means the occupant and any person who occupies the residential housing unit with the occupant.

Licence to occupy (*Permis d'occupation*)

A licence granted by Canadian Forces Housing Agency on behalf of the Minister, permitting an individual to occupy a residential premises in consideration of a monthly fee and other agreed-to conditions of occupancy.

Liveable Floor Area (*Surface habitable*)

A measure of unit size in square metres, from the exterior surface of the outside walls and including each level of living area above grade. Finished space in the basement is not included in liveable floor area regardless of the quality of finishing.

Managing Authority (*Autorité de gestion*)

The party or organization that is responsible for the management, operation, maintenance and allocation of DND living accommodations. The Canadian Forces Housing Agency is the managing authority for residential housing units. Managing authorities for furnished quarters will vary by location, but in every case the ADM(IE) remains the authority for the management and maintenance of the asset.

Monthly gross household income (*revenu brut mensuel du ménage*)

Monthly gross household income means the total gross monthly income of the household, excluding any income:

- a. of a child
 - i. who is under the age of 18 years and who is unmarried or who has not been cohabiting with an individual in a conjugal relationship for a period of at least one year;
 - ii. who is dependent by reason of mental or physical incapacity; or
 - iii. who is under the age of 24 years and is in full time attendance at a recognized educational institution;
- b. from scholarships; and
- c. from the occupant's spouse or common-law partner if the income of the spouse or common law partner is less than the amount that can be claimed as the spouse or common-law partner amount in the federal income tax return of the occupant for the current year.

Occupant (*occupant*)

A CAF member or other approved user who occupies a DND living accommodation according to the agreed upon Licence to Occupy or conditions of occupancy.

Primary Residence (*résidence principale*)

Accommodation intended to be a CAF member's place of residence.

Shelter Charge (*frais de gîte*)

The base shelter value of residential accommodation adjusted by non-appraised factors such as maintenance deficiencies, or as defined in the Isolated Posts and Government Housing Directive.

Training quarters (*logements d'instruction*)

Furnished quarters used for training accommodation purposes.

Residential quarters (*logements résidentiels*)

Furnished quarters used for residential accommodation purposes.

Transient quarters (*logements provisoires*)

Furnished quarters used for temporary accommodation purposes.

Utilities (*services publics*)

Utilities means, in relation to a residential housing unit, fuel, electricity, water and sewer services.

3. Operating Principles

Context

3.1 CAF operations, training and other service requirements often necessitate moving to different locations in Canada.

3.2 For a CAF member moved at public expense in Canada, their relocation may result in challenges to secure and retain living accommodations. To mitigate these challenges, DND living accommodations are a non-permanent option that may be offered to a CAF member seeking residential accommodations.

3.3 A CAF member proceeding on training or for any other service reason, may be required to occupy furnished quarters.

3.4 This instruction amplifies the DAOD 5024 series and provides direction to the managing authorities for DND living accommodations, the chain of command, CAF members and other occupants regarding the administration of DND living accommodations in Canada.

Note 1 – Any authorized occupant not subject to the DAOD 5024 series is administered through the Canadian Forces Housing Agency (CFHA) Licence to Occupy for residential housing units (RHUs) or through the local base/wing standing orders for furnished quarters.

Note 2 – In the National Capital Region (NCR), a number of housing units are provided by the Personnel Support Programs (PSP) of the Canadian Forces Morale and Welfare Services (CFMWS) and managed by the Canadian Forces Support Group (Ottawa-Gatineau) (CFSG(O-G)). These housing units are not governed under the DAOD 5024 series nor the *DND Living Accommodations Instruction*. Additional information is available from the local PSP staff or the CFSG(O-G) Web site as required.

Note 3 – Living accommodations outside Canada are not discussed in this Instruction.

General Principles

3.5 The following principles apply to the management and administration of DND living accommodations:

- a. fair and equitable access while ensuring that prioritization and allocation reflect CAF operational requirements;
- b. designed, built and allocated according to the intended purpose (training, residential or transient need). The CFHA sets and oversees accommodation

- standards for RHUs, while the CMP sets the accommodation standards for furnished quarters in consultation with the applicable L1s;
- c. except for the designated residences that are assigned to specific CAF positions, an RHU is allocated based upon the priority and household size of the CAF member. The allocation of furnished quarters depends on supply, availability and the intended purpose. Depending on demand, other factors may be considered in the allocation of DND living accommodations;
 - d. occupancy is voluntary unless a CAF member is required by duty to occupy furnished quarters under orders issued by the base/wing commander, training authority or other approving authorities (as per DAOD 5024-0, *DND Living Accommodations*); and
 - e. shelter charges for DND living accommodations with a residential purpose must reflect the local private sector market and must not provide a benefit nor form part of the CAF member's pay or compensation. Affordability of living accommodations across Canada is addressed through CAF compensation and benefits policies as per Treasury Board authority.

Access to DND Living Accommodations

3.6 Access to DND living accommodations in support of federal government policies is offered to a CAF member under the following conditions:

- a. furnished quarters are needed for training purposes; or in some circumstances may be available for residential or transient purposes;
- b. the worksite is at an isolated post (as per Compensation and Benefits Instructions (CBI), Chapter 11, *Isolated Post Instructions*); or
- c. the local private sector housing market does not provide sufficient accommodations.

3.7 CAF operational requirements also support access to DND living accommodations for a residential need. Residential living accommodations may be offered when there is an operational requirement in support of:

- a. a CAF member with less than five years service being moved at public expense. This support is intended to reduce the impact of transitioning from civilian to military life by providing a means of supporting and familiarizing the new CAF entrant and their household with life in the CAF. Priority is determined in accordance with (Section 5, Tables 2 and 4), as applicable;
- b. a CAF member moved at public expense for a course or series of courses; and
- c. a CAF member affected by the challenges of the unique military lifestyle such as frequent relocations and the associated obstacles with getting re-established. For example, a CAF member requesting assistance through a compassionate posting or returning from OUTCAN and experiencing difficulty securing living accommodations.

3.8 Additionally, other policies and agreements specific to the DND and the CAF enable access to:

- a. designated residences allocated to identified positions in support of the incumbent's roles and responsibilities;
Designated residences may be:
 - i. an assigned residence to satisfy unique service requirements of the CAF;
 - ii. a statutory departmental heritage responsibility; or

- iii. both assigned and heritage; and
- b. DND living accommodations when there is a need to support formal agreements and arrangements with other nations.

Supply of DND Living Accommodations

3.9 DND living accommodations are supplied through the managing authorities for real property assets: ADM(IE) and the CFHA.

Functional Uses of DND Living Accommodations

3.10 DND living accommodations have three functional purposes:

- a. training;
- b. residential; or
- c. transient.

Alternate Uses of DND Living Accommodations

3.11 Subject to availability and the approval of ADM(IE), DND living accommodations may be considered for alternative uses.

4. Accommodation Standards

General – Residential Housing Units

4.1 CFHA sets accommodation standards for DND residential housing units (RHUs) based on the needs of CAF and limited by the maximum size norm for RHUs established by the ADM(IE). The maximum size norm is set at 232 square metres (2,500 square feet).

General – Furnished Quarters

4.2 The DND and the CAF provide access to furnished quarters that support a training, residential or transient need.

4.3 L1s are responsible for allocating the type of furnished quarter appropriate to the intended purpose, based on the standards described in this section.

4.4 L1s are required to identify any accommodation shortfalls to the ADM(IE) (as per DAOD 5024-1 *Residential Housing Units and Furnished Quarters*) and may recommend changes to the accommodation standards through the Living Accommodation Board to the CMP. The CMP has the authority to set the standards (as per DAOD 5024-0, *DND Living Accommodations*).

4.5 All furnished quarters development or redevelopment initiatives, irrespective of the size of the initiative or project, will use this instruction in developing project requirements.

Training Accommodation Standards – Furnished Quarters

4.6 The CAF currently has three types of training: basic, skilled and advanced. For each type of training there exists a specific accommodation standard that fits the demands

placed on the trainee and enhances the potential for training success. Accommodation standards for training are rooted in the following key principles:

- a. the provision of suitable accommodation contributes to the effectiveness of the training being delivered and the achievement of training objectives;
- b. the standard is based on the type and duration of training vice the rank/position of the CAF member undergoing training; and
- c. the standard demonstrates due regard for the safety, security, dignity and privacy of the CAF member undergoing training.

4.7 Table 1 outlines the training accommodation standards by category and includes the objectives of the three types of training, recommended occupancy, liveable floor area and any associated features.

Table 1 – Training Accommodation Standards by Category – Furnished Quarters

Category	Training Type	Objectives	Occupants	Liveable Floor Area	Features
I	Basic	<ul style="list-style-type: none"> • General military knowledge • Basic military skills • Acculturation • Acclimatization 	Double or multiple occupants share living space and washrooms	10 square metres or 108 square feet per individual	<ul style="list-style-type: none"> • Private, non-enclosed space • Personal sitting area/desk included in liveable floor area • Personal storage space (e.g., space for wardrobe and bureau/dresser) exclusive of liveable floor area • Common ablution facilities with partitioned shower stalls and privacy screens • Common laundry rooms • Recreational/lounge and bulk storage • On-site parking
II	Skilled or Advanced	Training of six months or less	Single occupancy (1+1)	20 square metres or 215 square feet per individual	<ul style="list-style-type: none"> • Private combined bed/sitting/study room • Adjacent units may share a bathroom and a kitchenette (consisting of a mini-fridge, microwave oven, sink, counter and cupboards) • Personal storage closets and any bulk storage provided within the living space exclusive of liveable floor area

					<ul style="list-style-type: none"> • Study space is included in liveable floor area with modular units or installed millwork • Telephone, internet and cable connections
III	Advanced or Skilled	Training of six months or more	Single occupancy (1)	35 square metres or 375 square feet per individual	<ul style="list-style-type: none"> • One bedroom suite comprised of a bedroom and separate sitting/study room • Private kitchenette (consisting of a mini-fridge, microwave oven, two-burner stove, sink, counter and cupboards) • Private bathroom • Personal storage closets and any bulk storage provided within the living space exclusive of liveable floor area • Study space is included in liveable floor area with modular units or installed millwork • Separate telephone, internet and cable connections in both the sitting area and the bedroom • Common laundry rooms • On-site parking

Note – To help prevent the spread of infectious disease, a minimum of 10 square metres (108 square feet) of floor space is necessary for each CAF member in training quarters. Beds in training quarters will be spaced at least 1.8 metres (6 feet) apart, calculated from the edge of adjacent beds. Spacing between rows of beds in training quarters will provide a minimum aisle clearance of 1.1 metres (44 inches). Double-decker bunks are acceptable. Triple-decker bunks will not be used.

Residential Accommodation Standards – Furnished Quarters

4.8 Furnished quarters used for a residential need provided by a base/wing for use as a CAF member’s primary residence, through renovation or construction, will be developed to the following standard:

- a. at a minimum, include 60 squares metres (646 square feet) of living space per individual;

- b. one bedroom suite comprising bedroom (consisting of a double bed, night table and bureau/dresser) and separate sitting/study room (consisting of a desk/chair, sitting chairs, TV);
- c. private kitchenette (consisting of a refrigerator, stove, microwave oven, sink, counter and cupboards, small dining-type table & chairs, dishes, pots/pans, cutlery, etc) that is separate from the liveable floor area;
- d. private bathroom;
- e. separate telephone, internet and cable connections in both the sitting area and the bedroom;
- f. personal storage closets and any bulk storage provided within the living space exclusive of liveable floor area;
- g. study space included in liveable floor area with modular units or installed mill worked units;
- h. common laundry rooms (1:10 ratio), recreational/lounge and bulk storage rooms in the building; and
- i. on-site parking.

Transient Accommodation Standards – Furnished Quarters

4.9 Furnished quarters used for a transient need provide temporary shelter for CAF members who are visiting or transiting bases/wings on TD or leave. Furnished quarters needed for a transient purpose should meet, at a minimum, the Category II furnished quarters for training accommodation standards and features set out in Table 1.

5. Eligibility and Priority

General

5.1 The DND and the CAF offer access to DND living accommodations in Canada primarily when a CAF member:

- a. proceeds on training, are authorized temporary duty or attach posting, ordered to work or be available for work during irregular hours at the member's place of duty (as per the *Canadian Forces Temporary Duty Travel Instructions (CFTDTIs)*); or
- b. is moved at public expense in Canada (as per Compensation and Benefits Instruction (CBI) 208, *Relocation Benefits*).

5.2 Depending on the purpose for requiring DND living accommodations (e.g. for a training, residential, or transient need), the priority of an eligible CAF member for DND living accommodations is outlined in Tables 2 to 5.

Note 1 – The CEO CFHA, as the managing authority for DND residential housing units (RHUs), will be responsive to base/wing commander requests that may not be addressed in Table 2 but align with DND and CAF direction.

Note 2 – There is no hierarchy within each priority.

5.3 Tables 2 to 5 detail the eligibility and priority of a CAF member who qualifies for DND living accommodations, in accordance with the operating principles outlined in Section 3. Based on availability and demand, non-CAF members are eligible to apply for an RHU as a priority 4 occupant.

5.4 Depending on availability and personal choice, a CAF member moving at public expense as a household of one, is eligible to request a furnished quarter for a residential need or an RHU.

5.5 For DND living accommodations that are required for a residential need, highest priority is reserved for a CAF member moving at public expense into a new place of duty.

5.6 For the most part, a lower priority is afforded to a CAF member currently residing at the place of duty and wanting to relocate into DND living accommodations.

Table 2 Eligibility and Priority – Residential Housing Units

	Priority	Eligibility	Notes
CAF Member Moving at Public Expense	1	<ul style="list-style-type: none"> • A CAF member posted off the Basic Training List (BTL) to their first place of duty or to a different place of duty, within their first five years of service. • A CAF member posted to the BTL, but who has requested and has been approved to move at public expense • A CAF member posted to the Subsidized University Training List (SUTL) • A CAF member on a compassionate posting • A CAF member returning from OUTCAN • A CAF member posted for a course or series of courses • A new entrant to the CAF enrolled as a Skilled Military Foreign Applicant (SMFA) 	<ul style="list-style-type: none"> • A CAF member approved for a compassionate posting must submit their approved career manager (CM) letter or message along with their application for an RHU • A new CAF member, enrolled as a SMFA, must provide confirmation of enrollment with their application for an RHU
	2	<ul style="list-style-type: none"> • All other CAF members • A foreign military member occupying an approved exchange or liaison position 	<ul style="list-style-type: none"> • A Primary Reserve Force member moving at public expense will retain this priority 2 status provided they continue to meet the period of employment conditions as defined in section 13.02 of the <i>Canadian Armed Forces Relocation Directive</i> (CAFRD) otherwise, they will transition to priority 4 status
Moving At Own Expense	3	<ul style="list-style-type: none"> • A Regular Force member currently residing at the place of duty • A Reserve Force member with a minimum three-year period of employment currently residing at the place of duty 	<ul style="list-style-type: none"> • A priority 3 CAF member who is allocated an RHU will not be required to vacate to accommodate another CAF member unless ordered by an authority (as per DAOD 5024-0 <i>DND Living Accommodations</i>) • A priority 3 Reserve Force member will retain priority 3 status provided they continue to meet the period of employment conditions as defined in section 13.02 of the CAFRD, otherwise they transition to priority 4 status
	4	<ul style="list-style-type: none"> • Any other Reserve Force member • Non-CAF members 	<ul style="list-style-type: none"> • A priority 4 occupant may be required to vacate an RHU when presented with a 90-day notice to vacate if the RHU is needed for a higher priority applicant

Note 1 – A Regular Force member or a Reserve Force member on a minimum three-year period of employment, approved by their CO to reside outside of their place of duty, will be considered as priority 3.

Note 2 – A Reserve Force member identified as a priority 3 may be considered for occupancy with less than three years remaining on their period of employment if they meet the period of employment as defined in section 13.02, *Meaning of Period of Employment*, of the CAFRD. Otherwise, they will be considered as a priority 4.

Note 3 – A Regular Force member approved for remote work (as per CF Mil Pers Instr 01/22 *Changing a Place of Duty and the Use of Postings to Enable Remote Work Options*), is eligible to apply for an RHU as a priority 3.

Note 4 – A CAF member approved for special commuting assistance (as per CBI 209.29, *Special Commuting Assistance*), is eligible to apply for an RHU as a priority 3.

Table 3 Eligibility and Priority – Furnished Quarters (Training)

Priority	Eligibility	Notes
1	<ul style="list-style-type: none"> • A CAF member or incremental staff on or supporting CAF training where occupying furnished quarters is a requirement (as per DAOD 5024-0, <i>DND Living Accommodations</i>) 	<ul style="list-style-type: none"> • Incremental staff are those individuals who are assigned to support training through the Canadian Forces Taskings, Plans and Operations (CFTPO) process. Incremental staff may include: <ul style="list-style-type: none"> ○ CAF member ○ DND employee ○ Non-defence team employee
2	<ul style="list-style-type: none"> • Other military requirements as determined by the L1 or the base/wing commander 	
3	<ul style="list-style-type: none"> • Other requirements as determined by the base/wing commander 	

Table 4 Eligibility and Priority – Furnished Quarters (Residential)

	Priority	Eligibility	Notes
CAF Member Moving at Public Expense	1	<ul style="list-style-type: none"> • A CAF member approved for Imposed Restriction (IR) status • A CAF member posted off the Basic Training List (BTL) to their first place of duty or to a different place of duty, within their first five years of service • A CAF member posted to the Subsidized University Training List (SUTL) • A CAF member on a compassionate posting • A CAF member returning from OUTCAN • A CAF member posted for a course or series of courses • A new entrant to the CAF enrolled as a Skilled Military Foreign Applicant (SMFA) 	<ul style="list-style-type: none"> • For IR status administration refer to section 5.4 below • A CAF member approved for a compassionate posting may be required to submit their approved CM letter or message when requesting a furnished quarter for a residential need • A new CAF member, enrolled as a SMFA, must provide confirmation of enrollment with their application for an RHU
	2	<ul style="list-style-type: none"> • All other CAF members • A foreign military member occupying an approved exchange or liaison position 	<ul style="list-style-type: none"> • A Primary Reserve Force member moving at public expense for a period of employment will retain priority 1 or 2 status provided they continue to meet the period of employment conditions as defined in section 13.02 of the CAFRD otherwise, they may be required to vacate

Table 5 Eligibility and Priority – Furnished Quarters (Transient)

Priority	Eligibility	Notes
1	<ul style="list-style-type: none"> • A CAF member allocated transient quarters (e.g. temporary duty or attach posting as defined in Chapter 2 - <i>Definitions</i> of the CFTDTI) 	
2	<ul style="list-style-type: none"> • Other military requirements as determined by L1s or base/wing commander (e.g. hosting national or international exercises) 	

Note – Table 4 applies to a CAF member approved for Separation Expense (SE) (as per CBI 208.997, *Separation Expense*).

Imposed Restriction

5.7 A CAF member approved for Imposed Restriction (IR) status as defined in CF Mil Pers Instr 01/17, *Imposed Restriction (IR)* and who is entitled to Separation Expense (SE) benefits under CBI 208.997, *Separation Expense*, will follow direction contained in CBI 208.997 regarding eligibility and entitlements for SE. If furnished quarters for a residential purpose, in accordance with Section 7 of this instruction, are unavailable, a CAF member on IR status can apply for an RHU, as follows:

- a. as a household of one if the member intends to remain on IR status and not move their (D)HG&E; or
- b. for their entire household if the member intends to move their (D)HG&E which they confirmed in writing in their application. A CAF member retains IR status while waiting for an RHU.

Note – The CAF member's household is permitted to retain their RHU, while the member is on IR status at a new place of duty.

Reside Outside Place of Duty

5.8 A CAF member's place of duty and permanent workplace is defined in CBI 1.26, *Definitions – Place of Duty and Permanent Workplace*. A CAF member moving at public expense and who is approved by their new commanding officer to reside outside their new place of duty, is eligible to apply for an RHU as a priority 3 at an alternate base/wing.

6. Application Processing, Allocation, Waitlist Management and Inter-RHU Move Requests – Residential Housing Units

Application

6.1 An eligible applicant (as per Section 5, Table 2) may complete and submit their application directly on the CFHA Web site or by completing a printed copy and submitting it directly to the housing service centre (HSC) where they are applying.

6.2 Any application must include the number of household members who will be residing in the residential Housing unit (RHU). For a CAF member, household members include those individuals who permanently reside with the CAF member. The household is limited to:

- a. the CAF member;
- b. dependants as defined in Compensation and Benefits Instruction (CBI) 208.80(3), *Definitions*;
- c. individuals residing with the CAF member who are not dependants. These individuals are limited to:
 - i. an individual (including their dependants) who is in a relationship and is cohabitating with the CAF member. These individuals have set up their household together in one dwelling;
 - ii. immediate family member:
 - 1) father and mother;
 - 2) father-in-law and mother-in-law;
 - 3) siblings;
 - 4) grandchild;
 - 5) grandparent; and
 - 6) other immediate relatives;
 - iii. a healthcare support person or a care giver who resides with the CAF member and provides assistance to someone in the household. This individual does not meet the definition of a housekeeper as per CBI 208.80(3).

6.3 Confirmation of the number of household members contained in the application will be validated against the information contained in the CAF member's posting message. For individuals who qualify as household members but are not listed in the posting message, the CAF member must complete and submit with their application a statutory declaration (as per DAOD 7000-1, *Completion of Affidavits and Statutory Declarations*) that is signed by the CAF member's current commanding officer.

6.4 For Regular Force service couples moving together at public expense, only the CAF member authorized to move their (D)HG&E, as stated in their posting message, is eligible to apply for an RHU; however, either CAF member can complete the application on behalf of the service couple. Both members of the service couple will sign the Licence to Occupy.

6.5 In accordance with Table 6 an applicant's approved household size is used to determine the range of bedrooms they are eligible for when being considered for an RHU.

Note 1 – The definition of household for the purpose of allocating an RHU does not apply to non-CAF members, as they are only considered when availability of an RHU exists.

Note 2 – To enable an HSC to consider support requests from a CAF member that may affect the allocation of an RHU, the CAF member will be asked to provide appropriate supporting documentation with their application.

Bedroom Eligibility Range

6.6 The bedroom eligibility range outlines the minimum and the maximum number of bedrooms an applicant is eligible for. The HSC will refer to Table 6 when preparing allocation offers.

Table 6 Bedroom Eligibility Range

Household Size	Bedroom Eligibility Range
1	1 - 2
2	1 - 3
3	2 - 3
4	2 - 4
5+	3 - 5+

Note – At some locations there is no supply of one and two-bedroom residential housing units. As a result, the HSC may provide an allocation offer that is outside the bedroom eligibility range set in Table 6.

Application Processing

6.7 When an HSC receives an application, the following steps are taken:

- a. it is reviewed for completeness within three business days;
- b. if additional information is required, the applicant is advised. Once the additional information is provided to the HSC, it is reviewed again within three business days; and

- c. when the application is deemed to be complete, the applicant is advised within three business days that their application has been accepted for processing.

6.8 Once accepted for processing, an application for an RHU is sorted according to the following factors:

- a. applicant priority (Section 5, Table 2);
- b. change of strength (COS) or approved report for duty (RFD) date; and
- c. household size – bedroom eligibility (Table 6 above).

Note – The date and time when the completed application was received by the HSC may be used to prioritize the order of applications when multiple applicants with similar factors apply on the same day.

Allocation Offer

6.9 Once an application is sorted in accordance with the factors outlined in paras 6.7 and 6.8, the eligible CAF member may receive an allocation offer. If no offer can be made, they are assigned to the waitlist.

6.10 An allocation offer is the official notification to an applicant that an RHU is available and the applicant's written response is the official acceptance or refusal of that offer. An applicant must reply within three business days after an offer has been made unless they are unable due to confirmed service-related duty.

6.11 For a priority 1 or 2 CAF member, allocation offers are made when a CAF member is within 60 calendar days before their COS or approved RFD date.

6.12 For a priority 3 CAF member or a priority 4 applicant, allocation offers can be made when there are no priority 1 or 2 CAF members waiting for an offer or there are no applications pending.

6.13 The HSC may also consider making allocation offers that balance the maximum effectiveness of bedroom space with the needs of a CAF member that will also respect the responsible management of the DND residential housing portfolio at each location.

Example: A four-bedroom RHU is available that would normally be allocated to a household size of four or five+ people. This RHU would be offered in the order of Table 7.

Table 7 Order of Allocation Offer

Order	Allocation Offer	Over housed as per Table 6
a.	to the first Priority 1 CAF member who meets the bedroom eligibility range criteria;	No
b.	if there is no Priority 1 CAF member who meets the bedroom eligibility range criteria, go to the first Priority 2 CAF member who meets the bedroom eligibility range criteria;	No
c.	if there is no Priority 2 CAF member who meets the bedroom eligibility range criteria, go to the first Priority 1 CAF member who would be over-housed by one bedroom;	+One
d.	if there is no Priority 1 CAF member available who would be over-housed by one bedroom, go to the first Priority 2 CAF member available who would be over-housed by one bedroom;	+One
e.	if there is no Priority 2 CAF member available who would be over-housed by one bedroom, go to the first Priority 3 CAF member who meets the bedroom eligibility range criteria;	No
f.	if there is no Priority 3 CAF member who meets the bedroom eligibility range criteria, go to the first Priority 3 CAF member who would be over-housed by one bedroom; or	+One
g.	if there is no Priority 3 CAF member available who would be over-housed by one bedroom, go to the first Priority 4 applicant.	No

Allocation Offer Refusal

6.14 If a priority 1 or 2 CAF member fails to accept or refuse an allocation offer in writing within three business days, this will be recorded as a refusal and the CAF member will be placed at the bottom of the current priority 1 or 2 CFHA waitlist (as per paragraphs 6.19 to 6.21). If this CAF member is presented with a second allocation offer and they fail to accept or refuse the allocation offer in writing within three business days, they will be reassigned to the bottom of the priority 3 waitlist.

6.15 A priority 3 CAF member or priority 4 applicant who fails to accept or who refuses an allocation offer in writing within three business days, will be removed from any waitlist (as per as per paragraphs 6.19 to 6.21).

Allocation Offer Refusal – Extenuating Circumstances

6.16 There may be a situation where a priority 1 or 2 CAF member cannot accept an allocation offer due to extenuating circumstances. If this occurs, the CAF member will be asked to provide appropriate supporting documentation to the HSC in support of their circumstances, such as joining instructions, an attached posting message or a letter from their healthcare provider. Once it has been confirmed that the appropriate documentation

has been submitted to the HSC, a refusal of an allocation offer will not be recorded. Extenuating circumstances may include:

- a. an approved duty where the CAF member will be out of the area for an extended period (e.g. six months or more); or
- b. the CAF member or their dependant is receiving treatment or care for which it is not recommended they move.

6.17 Any request for consideration of extenuating circumstances must include a resolution date whereby the CAF member will be available for an allocation offer.

Note – Any approval of extenuating circumstances will not be used to extend a priority 1 or 2 CAF member's 24-month priority (as per paragraphs 6.19 to 6.21). The CAF member will remain on the waitlist but will not receive an allocation offer until they notify the HSC in writing that their extenuating circumstances no longer apply. At this point, the CAF member will be reactivated and is eligible to receive an allocation offer.

Cancellation of an Accepted Allocation Offer

6.18 An applicant may cancel an accepted allocation offer, provided that the HSC receives written notice at least 30 days before occupancy. Otherwise, they will be charged the equivalent of 30 days of shelter charges.

Note – Exceptions will be considered if the CAF member becomes unavailable due to confirmed service-related duty (as per paragraphs 6.16 and 6.17).

Waitlist Management

6.19 As per paragraphs 6.7 to 6.8, once an application is processed, the eligible CAF member may receive an allocation offer (as per paragraphs 6.9 to 6.13). If an allocation offer cannot be made, the CAF member is assigned to the waitlist. The waitlist is used by an HSC when the number of applicants is greater than the availability of RHUs at a given location. The waitlist will be available for reporting and reference purposes by priority and household size.

6.20 A priority 1 or 2 CAF member on the waitlist will retain this priority status until they either:

- a. accept their HG&E (including long-term storage) within their new place of duty;
- b. accept an allocation offer;
- c. refuse two allocation offers; or
- d. occupy a waitlist for 24 months (Note 2) without an allocation offer (Note 3).

Note 1 – If any of the conditions in bullets a-c are satisfied, the CAF member will lose their current priority 1 or 2 status and they will be removed from the priority 1 or 2 waitlist. However, upon the CAF member's written request, their application may be added to the bottom of the priority 3 waitlist.

Note 2 – The 24-month period aligns with the time limits for payable expenses (as per section 2.9, *Claims Process* of the *Canadian Armed Forces Relocation Directive* (CAFRD)). Any Director Compensation and Benefits Administration (DCBA) granted extension to the time limit will be taken into account by the HSC when the appropriate documentation is submitted.

Note 3 – If the condition in bullet d is satisfied, the CAF member will lose their current priority 1 or 2 status and they will be removed from the priority 1 or 2 waitlist. However, upon the CAF member's written request, their application may be added to the priority 3 waitlist as of the date they were originally added to the waitlist. For example, a CAF member who is added to the waitlist on 15 July 2025 and does not receive an allocation offer for 24 months, may request to be added to the priority 3 waitlist on 15 July 2027, with an effective date of 15 July 2025.

6.21 To manage the waitlist efficiently, the HSC will contact a priority 1 or 2 CAF member annually over the 24-month period to confirm if the CAF member has accepted their HG&E within their new place of duty. If the CAF member has not accepted their HG&E, they must request a copy of their HG&E report from the local Furniture and Effects (F&E) section and submit this to the HSC as confirmation and they will retain their priority. If they have accepted their HG&E according to their HG&E report, their move is considered complete and they will be removed from the priority 1 or 2 waitlist. However, upon the CAF member's written request, their application may be added to the bottom of the priority 3 waitlist.

Changes to an Application

6.22 An applicant who requests a change to their application must contact the local HSC as soon as possible. Upon confirmation of the change by the HSC, the applicant will be administered in accordance with the change. For example, an applicant who was added to the waitlist as a household of one on 15 April 2025 and is now requesting that their application be changed to a household of three will be administered accordingly as of 15 April 2025, or they may receive an allocation offer if there is no waitlist.

Removal from Waitlist

6.23 An applicant is responsible for informing the local HSC, in writing, if they no longer want to be considered for an RHU.

6.24 A CAF member who is on the waitlist and has accepted their HG&E within their new place of duty in accordance with their HG&E report, must report this immediately to the HSC. If they do not disclose this, and if an allocation offer is subsequently made to them, it may be rescinded if their HG&E report confirms their move was complete.

Inter-Residential Housing Unit Move Request

6.25 Based on availability and demand, an occupant of an RHU may be considered for an inter-RHU move, depending on the circumstances of the request. The list below, while not exhaustive, may be considered by the local HSC. Any request will require the occupant to submit a statutory declaration (as per DAOD 7000-1) signed by the CAF member's commanding officer. The following will be considered for an inter-RHU move:

- a. a change in household size, resulting in a new bedroom eligibility range (as per Table 6); or
- b. compassionate reasons.

6.26 Once the eligibility is confirmed by the HSC, the occupant is considered a priority 3 and they will either receive an allocation offer or if no offer can be made, they will be

placed on the waitlist. Any costs associated with an inter-RHU move are the responsibility of the occupant.

Note – Due to the high move tempo during the Active Posting Season, an occupant should not expect an inter-RHU move request to be considered during this period.

7. Allocation and Requirement to Occupy – Furnished Quarters

Allocation

7.1 The supply of furnished quarters across the CAF that are available for allocation include a mix of older and more recent construction; designed and built to different sets of approved accommodation standards. Depending on supply, upcoming availability and the intended need for the accommodation, furnished quarters will be allocated in the following order of priority:

- a. furnished quarters for a training purpose will be allocated in accordance with:
 - i. the eligibility and priority of the user (as per Section 5, Table 3); and
 - ii. the category of room needed (as per Section 4, Table 1) as determined by the applicable training authority;
- b. furnished quarters for a residential purpose will be allocated in accordance with:
 - i. the eligibility and priority of the user (as per Section 5, Table 4); and
 - ii. the standard of room (as per paragraph 4.8 (where they are available) or as guided by Annex A, Categories/Types of Furnished Quarters;
- c. furnished quarters for a transient purpose will be allocated in accordance with:
 - i. the eligibility and priority of the user (as per Section 5, Table 5); and
 - ii. the standard of room (as per paragraph 4.9).

Note – Occupants of furnished quarters, who are not subject to the Code of Service Discipline, will be granted occupancy as per *Queen's Regulations & Orders*, Volume IV, Appendix 3.2, *Defence Controlled Access Area Regulations*, or applicable laws whereby they must conform to direction, such as conditions of occupancy of local furnished quarters issued by DND or CAF authorities, for the duration of their stay.

Requirement to Occupy

7.2 A new entrant to the CAF will be assigned to the Basic Training List (BTL) while undergoing basic, environmental and occupational training in order to achieve their operational functional point (OFP). During this period, they will occupy furnished quarters as determined by the chain of command or applicable training authority.

7.3 For other CAF requirements, members will occupy furnished quarters when ordered by the following authorities (as per DAOD 5024-0):

- a. a base/wing commander for service requirements, operational readiness activities or in a local emergency; or
- b. a training or other approving authority for training, temporary duty, attached posting or other service requirements.

8. Conditions of Occupancy

General

8.1 Occupancy of DND living accommodations is subject to conditions, detailed in the local base/wing standing orders. Occupancy of a residential housing unit (RHU) is also subject to conditions outlined in the Licence to Occupy which contains the Occupant Handbook.

Note – On occasion, the relevant authority may prescribe additional conditions they deem necessary, provided they do not contradict higher level orders and regulations. An occupant of an RHU will be informed in writing by the CFHA as soon as possible of any amendments to their Licence to Occupy. Any base/wing changes affecting an occupant of DND living accommodations will be promulgated in base/wing orders.

Licence to Occupy – Residential Housing Units

8.2 An occupant is granted a Licence to Occupy, which permits the licensee (occupant) to occupy and use an RHU. A Licence to Occupy is a personal entitlement granted to the occupant by the MND and does not create any estate or interest. Therefore, no tenancy is established by this Licence to Occupy, and provincial or territorial legislation and municipal by-laws in the area of tenancy do not apply to RHUs. An RHU cannot be sub-licensed (rented) or assigned (allocated) to another individual by the current occupant.

Note – Where multiple CAF members occupy an RHU, only the CAF member who was allocated the RHU and who signed the Licence to Occupy is responsible for the unit.

Licence to Occupy – Regular Force Service Couple

8.3 A Regular Force service couple moved at public expense to the same new place of duty (as per the *Canadian Armed Forces Relocation Directive (CAFRD)*), will both sign and be held responsible as per the Licence to Occupy. The CAF member authorized to move their household goods and effects (HG&E) as per their posting instruction will be identified as the CAF member for administrative purposes, e.g. for the payment of the monthly charge for occupancy.

Move-In – Residential Housing Units

8.4 An applicant who has accepted an offer for an RHU will meet with a representative from the housing service centre (HSC) to commence the move-in process. As part of this process an applicant will:

- a. sign the Licence to Occupy, taking possession of the RHU;
- b. provide proof of insurance for the allocated RHU;
- c. review applicable conditions of occupancy; and
- d. be given keys for the RHU.

8.5 An occupant must also complete, sign and return an RHU Move-In deficiencies checklist to the HSC. The HSC will place this checklist on the occupant's housing record to ensure that the occupant is not liable upon move-out for any identified deficiencies.

Move-Out – Residential Housing Units:

8.6 An occupant who intends to move out of their allocated RHU and has submitted a written Notice of Intent to Vacate to the HSC, will receive instruction from the HSC on vacating activities and responsibilities, including conducting preliminary and final move-out inspections.

Allowing Access to DND Living Accommodations

8.7 An occupant must allow access to DND living accommodations by DND employees or contractors when required to enter in the performance of their duties. Except in after-hour emergencies or when the occupant's consent has been obtained, the CFHA for RHUs or the base/wing accommodations section for furnished quarters will give the occupant written notice at least 24 hours before the required time of entry. The expected date, time, duration and the reason for entry will be stated in the notice.

8.8 In a local emergency, such as a fire, flood or gas leak, CFHA employees, DND employees or contractors may be required to enter a DND living accommodation in the performance of their duties without obtaining an occupant's permission.

Note – When someone enters in an official capacity, depending on the circumstances, they may be required to document the nature of the problem or the condition of the premises by taking photographs.

Commercial Use – Residential Housing Units

8.9 An RHU may be used for commercial purposes, e.g. a daycare, so long as the commercial enterprise complies with provincial or territorial legislation and municipal by-laws governing that commercial enterprise. A written request must be presented to the local HSC to obtain the approval of both the HSC manager and the applicable base/wing commander. Additional information regarding this process is available from the local HSC.

Responsible Pet Ownership – Residential Housing Units

8.10 The responsible pet ownership approach is founded on the idea of being a good neighbour to all others in the community, the humane treatment of animals and by avoiding damage to the RHU. Annex B outlines the expected behaviours of occupants towards pets and the conditions to which occupants and their pets must conform.

Violation Management – DND Living Accommodations

8.11 An occupant of DND living accommodations may be evicted (e.g. removed) from their allocated DND living accommodation if they fail to comply with their conditions of occupancy.

8.12 For an occupant of an RHU, non-compliance with the Licence to Occupy will be managed in accordance with Annex C-Residential Housing Units - Violation Management.

Note – When an occupant who is not subject to the Code of Service Discipline fails to comply with a duly authorized notice to vacate from an RHU or furnished quarters, the occupant, and their household, as applicable, may be removed as per *Queen's*

Expected Behaviour – Residential Housing Units

8.13 The occupant of an RHU, their household and any visitors must treat the CFHA's staff, contractors and other occupants with respect. Harassment and violence will not be tolerated. Any confirmed incident, depending on its nature and severity, may lead to termination of the Licence to Occupy and the issuance of a notice to vacate. Other consequences may include ineligibility to re-apply or occupy an RHU.

8.14 The same behaviour is expected of an applicant and their household members and visitors; and if an incident is confirmed by CFHA, it may lead to their removal from the waitlist.

8.15 In all cases, the CAF member's chain of command will be informed of the incident by the HSC.

9. Retention of Accommodation

On Duty – Furnished Quarters (Residential)

9.1 A CAF member may retain a furnished quarter used for a residential need while absent on leave, or while absent from the base/wing, unit or element on duty, unless the base/wing commander considers that the exigencies of the service require the re-allocation of the furnished quarter.

9.2 A CAF member to whom furnished quarters have been allocated will not, without the approval of the base/wing commander, be evicted by any other CAF member.

On Release – DND Living Accommodations

9.3 An occupant is expected to vacate their DND living accommodation immediately upon their release from the CAF and is encouraged to make early provisions for an orderly transition to private sector housing. A released CAF member who qualifies for a last move at public expense (e.g. to intended place of residence) may be eligible to retain their allocated DND living accommodation on written approval from the appropriate local authority (HSC manager for an RHU or base/wing comd for a furnished quarter).

9.4 A CAF member seeking to extend their occupancy beyond their date of release will submit a written request to the appropriate local authority (HSC manager for an RHU or base/wing comd for a furnished quarter). A CAF member who takes their release and are eligible to elect a move to an Intended Place of Residence (IPR) may be authorized to continued occupancy up to two years or up to three years with an approved extension.

9.5 The appropriate local authority (HSC manager for an RHU or base/wing comd for a furnished quarter) may authorize a CAF member to extend their occupancy beyond release date if they are enrolled in an approved career transition or training program, (e.g. vocational rehabilitation). Occupancy beyond release date will be for the period of the program, not to exceed two years.

9.6 Shelter charges will be at the established rate and will be recovered in advance (as per Financial Administration Manual (FAM) 1018-2, Control Of Receivables, Public Revenue and Debt Deletion Authorities).

Deceased or Missing CAF Member – Dependant Request to Retain

9.7 If a CAF member dies or is officially reported missing, a dependant or other household member living in the RHU may be eligible to retain the RHU for a period of time. The dependant will be administered according to the deceased or missing CAF member's eligibility for a move to their Intended Place of Residence (IPR) (as per QR&O: Vol III Ch.209, *Payment of Travel and Living Expenses and Relocation Expenses*). Household members not eligible to move at public expense under the CAF member's IPR, must vacate no later than the dependant's march-out date; if applicable, or when presented with a 90 days' notice to vacate if there are no dependants in the RHU.

9.8 A Designated Assistant (DA), assigned as the CAF member's representative, will act as the liaison between the CAF, the CFHA and the member's representative. If retention of the RHU is being considered by the CAF member's dependant, the DA will advise the local HSC accordingly and arrangements will be made.

Remote Work – DND Living Accommodations

9.9 A CAF member occupying residential accommodations and who is approved for remote work (as per CAF MPI 01/22, *Changing a Place of Duty and the Use of Postings to Enable Remote Work Options*) will be permitted to retain their allocated accommodation.

Special Commuting Assistance – DND Living Accommodations

9.10 A CAF member occupying residential accommodations who is approved for Special Commuting Assistance and entitled to reimbursement (as per Compensation and Benefits Instruction 209.29, *Special Commuting Assistance*), will be permitted to retain their allocated accommodation.

Note – A CAF member occupying furnished quarters used for a residential need and who is approved to retain their accommodation may be required to vacate based on the operational requirements of the CAF.

10. Requirement to Vacate, Evacuate or Relocate

General

10.1 On occasion, an occupant and their household may be required to vacate, evacuate or relocate from DND living accommodations depending on the situation. As applicable, direction may come from the local base/wing commander, the CFHA or the CAF member's chain of command. The CAF member may or may not be eligible for reimbursement of expenses.

Vacate for Emergency Reasons

10.2 In an emergency as defined in article 1.02 of the *Queen's Regulations & Orders, Introduction and Definitions* an officer commanding a command having DND living

accommodations provided on their bases/wings, may order an occupant to vacate DND living accommodations if required for operational purposes or for the accommodation of military personnel. In these circumstances direction, coordination, and any eligibility for reimbursement will be promulgated through the base/wing commander.

Vacate for Higher Priority Occupants

10.3 A priority 4 occupant of a residential housing unit (RHU) may be required to relocate at their own expense if their allocated RHU is needed for a higher priority occupant (Section 5, Table 2). In this instance, the CFHA will terminate the occupant's Licence to Occupy and issue 90 days' notice to vacate on behalf of the MND.

10.4 An occupant of furnished quarters will receive local direction, promulgated through the local base/wing accommodations section or their chain of command, as applicable.

Evacuation

10.5 An occupant of DND living accommodations may be required to evacuate their assigned accommodation due to base/wing operational circumstances affecting the habitability of an accommodation. If the accommodation is an RHU, the base/wing commander will order the evacuation and a member is entitled to reimbursement (as per Compensation and Benefits Instruction (CBI) 208.9951, *Temporary Evacuation of Family Housing*). Under these circumstances, the CFHA is not responsible for any claims as they did not initiate the relocation.

10.6 For CAF members occupying furnished quarters, local direction to evacuate will be promulgated through their local accommodations section or their chain of command, as applicable.

Temporary Relocation

10.7 The temporary relocation of an occupant may be required due to an unexpected event, other than a base/wing operational circumstance, that results in an RHU being deemed uninhabitable due to health and safety concerns. Depending on responsibility for the event, the occupant or the CFHA will cover the cost of repairs, additional living expenses, etc. as applicable. Once a physical inspection of the RHU is complete, the CFHA representative will discuss next steps with the occupant as the occupant may need to engage their insurance provider for assistance. If the RHU is later determined to be permanently uninhabitable, the CFHA representative will discuss next steps with the occupant.

10.8 An occupant of furnished quarters may be required to temporarily relocate based on local direction promulgated through the occupant's local accommodations section or chain of command, as applicable.

Permanent Relocation

10.9 In certain circumstances, an occupant of an RHU will be required to vacate a unit that is being taken out of service. In such instances where a permanent relocation is required, a CAF member who was allocated an RHU as a priority 1, 2 or 3 is entitled to local move expenses, funded and administered by the CFHA. An eligible occupant will be given a minimum of 90 days' notice to vacate and where possible another RHU will be offered. Local move expenses may include but are not limited to:

- a. relocating dependants and household goods and effects from the RHU;
- b. interim accommodations and meals; and
- c. disconnection and connections charges, change of address fees, etc.

Note – Local move expenses do not include household members who are not dependants as defined in CBI 208.80(3), *Relocation Benefits*.

10.10 An occupant of furnished quarters may be directed to permanently relocate for any number of reasons. Local direction will be promulgated through the occupant's local accommodations section or chain of command, as applicable.

11. Charges

General

11.1 The CFHA determines the monthly charge for occupancy for RHUs as per QR&O Appendix 4.1, *Regulations Respecting Charges for Residential Housing Units* and as guided by the *Isolated Posts and Government Housing Directive* (IPGHD). This charge is deducted from a member's pay and allowances in accordance with QR&O 208.51, *Deductions for Provision of Residential Housing Units and Covered Residential Parking*.

Note 1 – The monthly charge for occupancy comprises: the base shelter value (BSV) including any adjustments, any additional covered residential parking, and any bulk-billed utilities.

Note 2 – Once any adjustments are applied to the BSV component of the charge for occupancy, that component is referred to as the "shelter charge."

11.2 The ADM(IE), in consultation with the Director General Compensation and Benefits (DGCB), determines the monthly charge to be applied for furnished quarters (as per QR&O 208.50, *Deductions for Provision of Furnished Quarters and Covered Residential Parking*). Except as indicated at paragraph 11.4, a CAF member who occupies furnished quarters is subject to deductions from their pay and allowances in the amount of the appropriate monthly charge, set out in QR&O 208.50.

Annual Adjustment to the Charge for Occupancy – DND Living Accommodations

11.3 Base shelter values for DND living accommodations that are used for a residential purpose will be reviewed and adjusted annually by the CFHA for RHUs and by the ADM(IE) for DND furnished quarters. Updated values are applied each year on 1 May for RHUs and on 1 June for furnished quarters. These reviews are to be conducted early enough to provide an occupant with at least three months' notice of any changes to their shelter charge. Total monthly shelter charge increases for an RHU occupant will normally not exceed the IPGHD limit, currently set at \$100 per year. In addition to the annual review of base shelter values, the CFHA will review the charges for any additional parking and bulk-billed utilities associated with a given RHU and adjust those rates accordingly on the same annual adjustment cycle.

Note – The CFHA also has the authority to make additional adjustments on three months notice to the occupant.

Furnished Quarters Provided Without Charge

11.4 Furnished quarters will be provided without charge to the occupant:

- a. during a period of TD or attached posting away from the base/wing or unit location;
- b. when engaged in operations, training, field or operational exercises, operational readiness activities, military exhibitions, or when required for duty during a continuous state of readiness, wholly in support of the CAF as authorized by the L1 or other approving authority;
- c. when a CAF member has not reached the Operational Functional Point as per CANFORGEN 180/22 and its associated frequently asked questions;
- d. when a CAF member is posted under circumstances that give rise to separation expense;
- e. when a CAF member stays in quarters in lieu of interim lodging;
- f. when a CAF member's dependants have been moved in advance of the CAF member in accordance with relocation benefits;
- g. when a civilian stays at a base/wing on a recruiting visit;
- h. when an attached member of a NATO or other nation is authorized by NDHQ;
- i. when a CAF member or DND employee is required to temporarily occupy furnished quarters for service reasons on the approval of the base/wing, unit or element commanding officer;
- j. when an applicant for the Regular Force attends their enrolment ceremony or a recruit in the Regular Force undergoes personnel selection;
- k. when a CAF member or DND employee occupies accommodations on board ship or shelter in the field or other locations designated by the CDS or delegated authority; and
- l. when other persons stay in furnished quarters as may be prescribed by the CDS or delegated authority.

Note – The criterion for the provision of furnished quarters under b. is the non-practicality of the individual returning to their primary residence in such circumstances. The term “continuous state of readiness” may include local military operations, fire fighting or similar disaster duties, or aid to civil power.

Charge Deductions – DND Living Accommodations

11.5 Deductions for DND living accommodation commence effective the date of occupancy and cease effective the date they are vacated. An exception is when occupancy begins on the 31st day of a month, in which case the effective date of occupancy remains the 31st but charges do not commence until the first of the following month. Additionally, an occupant is not charged for the day on which they vacate the DND living accommodation.

Maximum Charge for Occupancy - Residential Housing Units

11.6 The maximum shelter charge for occupancy in an RHU is set in accordance with section 3 of the *Regulations Respecting Charges for Residential Housing Units* (found at Appendix 4.1 of Volume IV of the QR&Os). It should not exceed 25% of monthly gross household income. This maximum only applies to CAF members. Where the shelter charge exceeds that amount, the occupant may apply in writing to CFHA to have their shelter charge reduced to 25% of the monthly gross household income. Applications must be submitted annually and must include the necessary details to substantiate the

monthly gross household income level. The initial application is included as part of the application for an RHU. Subsequent applications must be made each year concurrent with the annual rate adjustment. An occupant may also apply at any time through their local HSC, based on a change in personal circumstances.

11.7 An occupant cannot benefit from a reduction if they refused an allocation offer for an RHU within the bedroom eligibility range for their household size (as per Table 6) or if upon request they were allocated a larger RHU.

Maximum Size Norm - Residential Housing Units

11.8 In a few rare instances where an RHU exceeds DND's maximum size norm for housing of 232 sq m / 2500 sq ft, an occupant is not charged for liveable space in excess of this size norm. Associated abatements and reimbursements are described in Annex D – *Designated Residences and Housing Exceeding the Size Norm*.

Utility Charges – DND Living Accommodations

11.9 For furnished quarters, utility charges are included in the charge for the quarters.

11.10 For RHUs, utilities are individually metered to the extent practicable, with the occupant paying invoiced charges directly to the supplier. Utilities not paid directly to the supplier are deemed to be supplied by the Government of Canada and are charged according to the current year's IPGHD utilities formula. Annex D describes maximum charges, abatements and reimbursements for utility costs of RHUs that exceed the RHU maximum size norm.

Special Reductions to Charge for Occupancy - Residential Housing Units

11.11 Pursuant to section 4 of the *Regulations Respecting Charges for Residential Housing Units* (found at Appendix 4.1 of Volume IV of the QR&Os), the charge equal to the base shelter value may be adjusted as follows:

- a. reduce or waive the charge for base shelter value if a temporary, serious maintenance problem affecting habitability, and not due to a fault of the occupant, is not corrected within 30 days of the date it was reported in writing to CFHA;
- b. reduce the charge for base shelter value by not more than 50% if the occupant or another member of their household suffers a loss of privacy or quiet enjoyment in the RHU, described as follows:
 - i. loss of privacy (e.g., access to the RHU by the general public, use of living area by contractor or evaluator). These are not inclusive of permanent items or conditions that exist such as housing near a boulevard, park or golf course.
 - ii. loss of enjoyment (e.g., temporary situation creating excessive noise, loss of access or use of some parts or whole of property). These are not inclusive of items such as permanent items or conditions that exist such as noisy location near schools, near an airport or industry.

Charges for Covered Residential Parking – Residential Housing Units

11.12 Where covered residential parking is allocated as part of an RHU, the charge for this facility will be included with the BSV.

11.13 Where parking is provided separately, a separate charge will be imposed, based on charges for similar facilities in the private sector marketplace as determined in accordance with guidance provided by the Treasury Board. The CFHA will provide details to the occupant, in writing, of any change to covered residential parking charges as it occurs.

Charges for Covered Residential Parking – Furnished Quarters

11.14 Where covered residential parking is provided separately to furnished quarters, a separate charge will be imposed, based on charges for similar facilities in the local private sector marketplace as determined in accordance with guidance provided by the Treasury Board. The ADM(IE) will provide details to the occupant, in writing, of any change to covered residential parking charges as it occurs.

Charges for Trailer Pads

11.15 The CFHA will promulgate and administer charges, based on local private sector market rates as determined according with guidance provided by the Treasury Board, for trailer pads, bulk services and utilities provided to an occupant of a privately-owned trailer/mobile home that is used as a primary residence, and will require the occupant to sign an occupancy agreement for use of DND property.

Charges to Foreign Military/Exchange Personnel

11.16 Charges for RHUs and furnished quarters occupied by foreign military and exchange personnel are levied in accordance with agreements and arrangements between Canada and other nations), except where the charge is determined by:

- a. the Minister of National Defence;
- b. an Order-in-Council; or
- c. a specific agreement or Memorandum of Understanding (MOU) negotiated between Canada and another nation.

11.17 These charges must be recovered as per Financial Administration Manual (FAM) Chapter 1018-2, *Control of Receivables, Public Revenue and Debt Deletion Authorities*.

Charges for an Occupant who is Missing, Deceased, Absent or in Custody

11.18 Charges for a missing or deceased occupant of DND living accommodations will continue up to but not including the date that the accommodation is deemed to be empty (e.g. household members have vacated and personal belongings have been removed). If the deceased member was the sole occupant, these charges will continue to accrue and may be paid as a preferential charge pursuant to QR&O 25.03, Preferential Charges Against a Service Estate.

11.19 As in the case of a missing occupant, charges for an occupant who is an absentee as defined in CFAO 19-19, *Disposal of Absentees* or a CAF member who is in close custody, in civil custody, or undergoing detention or imprisonment, will continue for as long as their household members or personal belongings remain in the accommodation.

11.20 In cases where charges are owed but pay deductions are no longer feasible, charges must be recovered (as per FAM 1018-2).

12. Liability and Insurance

General

12.1 The DND does not carry insurance; therefore, any loss or damage to an occupant's personal property, or to public or non-public property allocated or used by them, would normally be considered the responsibility of the occupant. Insurance coverage, such as for personal liability, contents (e.g. personal belongings) and additional living expenses, reduces an occupant's financial risk should something occur.

Liability

12.2 An occupant will be held liable for any financial loss in connection with damage to or loss of public property or any other property that is incurred while occupying DND living accommodations, including that which is attributed to the conduct of other household members, pets and invited guests.

12.3 Recovery action for loss or damage attributed to the occupant will be initiated by CFHA or the base/wing as per FAM 1018-2 *Control of Receivables, Public Revenue and Debt Deletion Authorities* or as per QR&O 38 *Liability for Public and Non-Public Property*.

Note – For occupants and visitors who are not subject to the Code of Service Discipline, QR&O Appendix 3.2, *Defence Controlled Access Area Regulations*, or other applicable laws, outline a visitor's responsibilities while accessing or using Crown property.

Insurance Requirements

12.4 An occupant of a residential housing unit must have personal liability and contents insurance throughout occupancy in case the occupant is found liable due to negligence or willful damage to the RHU. The occupant's contents Insurance will cover damage or loss to their personal property. This coverage will be confirmed by the local housing service centre before move-in and as needed. Insurance coverage for additional living expenses is also strongly recommended (e.g. in case such expenses are incurred due to a temporary relocation).

12.5 Where multiple CAF members occupy an RHU, those other than the occupant are also strongly encouraged to obtain the same insurance coverages as the occupant.

12.6 An occupant of furnished quarters must follow base/wing direction on insurance requirements; however; they should consider having the same coverages as an RHU occupant.

13. Occupant Complaint Resolution Process

General

13.1 An occupant who has had an issue with maintenance, services or service delivery while occupying DND living accommodations, and is not satisfied with the resolution of the issue, may submit a complaint to the CFHA for residential housing units (RHUs) or to the base/wing accommodations section for furnished quarters. Some examples of a complaint include:

- a. inadequate customer service;
- b. inadequate maintenance resolution (e.g. quality of work, timeliness);
- c. contractor issue; or
- d. neighbour issues involving non-compliance with the Licence to Occupy for RHUs or base/wing orders for furnished quarters.

Occupant Complaint Process – Residential Housing Units

13.2 An occupant of an RHU can submit a complaint in writing through the CFHA Customer Complaint Resolution Process which is designed to review and to confirm that all applicable rules, regulations, practices and standards have been fairly and appropriately applied. Information regarding the CFHA Customer Complaint Resolution Process can be found on the CFHA Web site.

13.3 It is expected that most customer complaints will be resolved at the local level but if not, complaints can be escalated through CFHA regional or national managers if required. The final authority of the CFHA Customer Complaint Resolution Process is the Chief Executive Officer, CFHA.

Occupant Complaint Process – Furnished Quarters

13.4 An occupant of furnished quarters may submit a complaint to the base/wing accommodations section or to their chain of command for resolution. Complaints that are not resolved at the lowest levels can be escalated in accordance with an appropriate CAF process. Information regarding the various processes available to a CAF member can be sought through the Chief Professional Conduct and Culture Web site.

14. Designated Residences

14.1 Details regarding the management and administration of designated residences are included as Annex D.

15. References

Acts, Regulations, Central Agency Policies and Associated DAOD

- [Canada Labour Code](#)
- [Federal Real Property and Federal Immovables Act](#)
- [Financial Administration Act](#)
- [QR&O article 1.02](#), *Definitions*
- [QR&O Chapter 25](#), *Service Estates and Personal Belongings*
- [QR&O Chapter 38](#), *Liability for Public and Non-Public Property*
- [QR&O article 208.50](#), *Deductions for Provision of Furnished Quarters and Covered Residential Parking*
- [QR&O article 208.51](#), *Deductions for Provision of Residential Housing Units and Covered Residential Parking*
- [QR&O Chapter 209](#), *Payment of Travel and Living Expenses and Relocation Expenses*
- [QR&O Appendix 3.2](#), *Defence Controlled Access Area Regulations*
- [QR&O Appendix 4.1](#), *Regulations Respecting Charges for Residential Housing Units*
- [NJC-IPGHD Part VI](#), *Government Housing*

- [Directive on the Management of Real Property](#), Treasury Board
- [Federal Real Property and Federal Immovables Regulations](#), Treasury Board
- [Policy on the Planning and Management of Investments](#), Treasury Board
- [Guide to Ex Gratia Payments](#), Treasury Board
- [FAM 1018-2](#), *Control of Receivables, Public Revenue and Debt Deletion Authorities*
- [CBI 1.26](#), *Definitions*
- [CBI 10](#), *Foreign Service Instructions*
- [CBI 11](#), *Isolated Post Instructions*
- [CBI 208.80\(3\)](#), *Definitions*
- [CBI 208.82](#), *Movement of Dependants*
- [CBI 208.9951](#), *Temporary Evacuation of Family Housing*
- [CBI 208.996](#), *Local Move of Household Goods and Effects*
- [CBI 208.997](#), *Separation Expense*
- [CBI 209](#), *Transportation and Travelling Expenses*
- [CBI 209.29](#), *Special Commuting Assistance*
- [DAOD 5024-0](#), *DND living Accommodations*

Other References

- [DAOD 2005-0](#), *Service Dogs*
- [DAOD 2005-1](#), *Service Dog Access to Defence Establishments*
- [DAOD 2007-1](#), *General Safety Program*
- [DAOD 4001-0](#), *Real Property Life Cycle Management*
- [DAOD 5003-6](#), *Contingency Cost Moves for Personal Reasons, Compassionate Status and Compassionate Posting*
- [DAOD 5024-1](#), *Residential Housing Units and Furnished Quarters*
- [DAOD 7000-1](#), *Completion of Affidavits and Statutory Declarations*
- [DAOD 9003-1](#), *Non-Public Property*
- [CFAO 19-19](#), *Disposal of Absentees*
- [CFAO 38-1](#), *Liability for Public and Non-Public Property*
- [CANFORGEN 180/22](#), *Remit Charges for Rations and Quarters during Development Period 1*
- [CFTDTI](#), *Canadian Forces Temporary Duty Travel Instructions*
- [CFTPO](#), *Canadian Forces Taskings Plans and Operations*
- [CAFRD](#), *Canadian Armed Forces Relocation Directive*
- [CAF MPI 01-17](#), *Imposed Restriction*
- [CAF MPI 01-22](#), *Changing a Place of Duty and the Use of Postings to Enable Remote Work Options*
- CFHA Licence to Occupy (available in paper copy only)
- [CFHA Occupant Handbook](#)

16. Annexes

- Annex A – Categories/Types of Furnished Quarters
- Annex B – Responsible Pet Ownership – Residential Housing Units
- Annex C – Violation Management – Residential Housing Units
- Annex D – Designated Residences and Residential Housing Units Exceeding the Size Norm