

Housing Transfer

1. Purpose

The purpose of this policy is to outline eligibility criteria and assessment policies in relation to tenant transfers.

2. Tenant-initiated Transfers

Any tenant can apply for a transfer to another property if there is a change in their circumstances or the circumstances of a household member means that their existing property or location is no longer suitable.

Eligibility (Grounds for Transfer)

All tenant-initiated transfers are assessed against eligibility criteria established by Housing Pathways. A tenant who applies for transfer must:

- Be eligible for social housing, including current income limits
- Demonstrate the ability to maintain a successful tenancy, either with or without support
- Meet one or more of the relevant transfer assessment criteria.

Housing Trust will advise tenants of the outcome of their application within 28 working days, unless further documentation has been requested.

Where Housing Trust requests further documentation from a tenant and this information is not provided within a reasonable timeframe (generally 14 days unless otherwise notified), Housing Trust will assess the application on the basis of information that has been provided.

Tenants will be advised the outcome of their transfer application in writing, including avenues of decision review and appeal available (see Appeals policy)

Housing Trust Management Initiated Transfer

HT may relocate/transfer tenants on management grounds. Generally, during a management initiated transfer tenants must meet all income and social housing eligibility. However, it may be identified during the process the tenant exceeds the social or other applicable income eligibility limits. If this occurs, tenants will be consulted and a transition plan will be developed in line with the Tenants who exceed social and/or applicable housing income eligibility limits policy. Tenant approved for management reasons are not eligible for offers from HNSW or other community housing providers.

Grounds for Management transfer

Grounds for management transfer can include:

- Where HT intends to sell a property or group of properties
- The property is not considered habitable or the property presents an ongoing health or safety risk to the tenant
- Substantial upgrading work to the property are scheduled and the property needs to be vacant so the works can be carried out



- Where the property is a leasehold property and the lease has expired or the landlord is seeking vacant possession
- Where the property is a leasehold property and the rent is exceeding HT's allocated budget amount

Where the property is a leasehold property and is being under occupied

Transfer offers

Each tenant approved for transfer will receive two reasonable offers. If two reasonable offers are declined, the tenant's need for transfer is deemed no longer valid and their application will be removed from the Housing Register.

Reapplying for a transfer

When a tenant declines two reasonable offers of accommodation, they will not be eligible for reapplication for a transfer for a 12 month period, unless they are able to demonstrate that their original circumstances are different and varied to the original application.

3. Reporting and Review

Housing Trust will maintain monthly operational reporting of all transfer applications received.

All transfer applications approved by Housing Trust will be reviewed every 6 months to ensure ongoing eligibility and need for the transfer. Any changes to the tenant's situation impacting on the transfer approval will be assessed and, if appropriate, the application will be updated or removed from the Housing Register.