

POLICY

Housing Transfer – Tenant Initiated

Purpose

The purpose of this policy is to set out Housing Trust's eligibility criteria and assessment policies in relation to tenants seeking a housing transfer.

Scope

This policy applies to all Housing Trust social housing tenants who make a transfer request.

Note: This does not apply to Affordable Housing tenants or those housed under the Home Purchase Assistance (HPA) Program, both of which are not entitled to transfers under Housing Pathways Guidelines.

Policy

A tenant can apply for a transfer to another property if a change in their circumstances makes their existing property or location no longer suitable. When a tenant applies for a transfer, they must:

- Meet social housing eligibility criteria as set under the Housing Pathways guidelines
- Have lived in the current property for twelve (12) months or more unless they fall under a priority category
- Demonstrate the ability to maintain a successful tenancy, either with or without support
- Meet the relevant transfer assessment criteria for one of the following grounds:
 - at risk
 - under-occupancy due to excess bedrooms
 - to meet the needs of a child to return from out-of-home care, or to help prevent children from entering out-of-home care
 - medical condition and/or disability
 - serious and ongoing harassment
 - employment
 - compassionate grounds



- severe overcrowding
 - family breakdown/separation
 - tenancy re- instatement
 - moderate overcrowding
- Be able to provide the required documentation or evidence to support their application.

Housing Trust will assess the application in line with the guidelines set out by NSW Housing Pathways, which can be located at www.facs.nsw.gov.au/housing/policies/transfer-policy.

In instances of family breakdown, if the applicant is an approved authorised occupant of the property and not the tenant, the application will only be considered if they have resided in the property for two (2) years or more and contributed to the current rent of the household. For tenancies less than two (2) years, the authorised occupant must have been residing in the property since the commencement of the tenancy.

Tenancy Debts

A tenant can apply for a transfer even if they owe money on their tenancy accounts, including money owed from a former tenancy.

A social housing provider will not make an offer of alternative housing until the tenant's debt from current and/or previous tenancies have been completely repaid. Exceptions may apply if the tenant's household can demonstrate an urgent need for transfer.

Decision and Offer

Housing Trust will advise the outcome of a transfer application in writing within twenty-eight (28) working days of receipt of a fully completed application. Where Housing Trust requests further information or documentation from a tenant and this information is not provided within fourteen (14) days, then the application will be assessed based on the information provided.

Once a tenant is approved for a transfer, they will be placed on the NSW Housing Register. Housing Trust, Department of Communities and Justice (DCJ) and other Community Housing Providers participating in Housing Pathways will use this register to offer housing to the applicant when a property that matches the household's needs becomes available in the social housing sector.

Tenants who have been approved for a transfer will receive two (2) reasonable offers of alternate accommodation. If these reasonable offers are declined, then the tenants transfer is deemed no longer valid, and their application will be removed from the NSW Housing Register.

In terms of the offer made, Housing Trust will only offer the applicant/tenant a home we believe meets the housing needs substantiated in the transfer application. Housing Trust may offer alternate accommodation that has less or more amenities than the current property. The type or style of home may also vary. Housing Trust offers are in preferred allocation zones that cover a range of suburbs and are not suburb specific.



Bedroom Entitlements

Housing Trust will consider the property size in conjunction with the social housing bedroom entitlements, which can be found in *Housing Trust's Allocation Policy*.

Aboriginal and Torres Strait Islander applicants can have one extra bedroom to help them meet their family responsibilities. Wherever possible Housing Trust will endeavour to meet the tenants need for an additional bedroom. If an applicant who identifies as Aboriginal and/or Torres Strait Islander declines an offer of transfer with Housing Trust because there is not an additional bedroom, we will not count this as a reasonable offer.

Pets

If a tenant currently has an approved pet, Housing Trust will try to offer the applicant a property that is suitable for pets. If a tenant is at risk or approved for a priority transfer Housing Trust cannot always guarantee that they will be able to take a pet with them.

If an applicant declines an offer of transfer because of an approved pet, Housing Trust will not count this as a reasonable offer. If an applicant declines an offer of transfer because of an unapproved pet, Housing Trust may count this as a reasonable offer, which may impact the transfer application.

If a tenant is offered a property through a different housing provider, the decision to deem an offer reasonable will be made in accordance with the individual provider's policy.

If you do not currently have an approved pet, you will need to seek written approval from Housing Trust before having a pet at your home.

Notice Periods to Vacate

If a tenant accepts an offer of transfer with another housing provider, they must provide notice to Housing Trust to vacate their current property. Housing Trust will provide flexibility to the amount of notice required so as not to cause financial stress to tenants.

Reporting and Review

To ensure that a transfer application continues to reflect the tenant's current housing situation, Housing Trust will review the priority transfer application every six (6) months or when new information from either the tenant or a social housing provider prompts a review.

Following a review, Housing Trust may change the priority of an approved transfer to take account of any differences in the level of urgency of the tenant's circumstances. Housing Trust will close a tenant's transfer application if they no longer meet the eligibility criteria for a transfer.

Right of Appeal

If a tenant believes Housing Trust has made the wrong decision, a formal review of the decision should be requested. To do this, the tenant is required to complete a Housing Trust Appeals Form stating why they disagree with the decision. *Housing Trust's Appeals Policy* and form is available by contacting the Housing Trust office or alternatively, may be



downloaded from our website at www.housingtrust.org.au

If the appellant is not satisfied with the outcome of the internal appeal, they can make an appeal to the Independent Housing Appeals Committee (HAC). HAC is an independent appeals agency for all NSW Social Housing clients. Housing Trust will advise the appellant on how to lodge an appeal with HAC. Alternatively HAC may be contacted directly by visiting www.hac.nsw.gov.au or by calling [1800 629 794](tel:1800629794).

Reference or Related Documents

Internal

Policy:

1. Allocations Policy
2. Appeals Policy

Form:

1. 106001 Review of Decision and 1st Tier Appeal
2. 107016 Request for Transfer Declined
3. 107022 Transfer Assessment – Summary
4. 107030 Outcome for Request for Housing Assistance – Approved

Fact Sheet:

1. Tenant Initiated Transfers - Social Housing Entitlements
2. Leasehold Properties FAQ

External

1. Residential Tenancies Act 2010
2. www.facs.nsw.gov.au/housing/policies/transfer-policy

Policy Version Control

Version	Details of Improvements	Release Date	Approval/Release Details
V 1.0	New Policy – Housing Transfer Policy – Tenant Initiated. Housing Transfer Policy V4.0 has been separated into two (2) policies, Tenant Initiated and HT Initiated, to ensure the policies are clear. Additional information in relation to pets and bedroom entitlements have been included. The policy was not reviewed by the Tenant Advisory Group (TAG) as there has been no change to policy intent.	10.05.2022	Approved for release by Amanda Winks Chief Operations Officer
V 2.0	Scheduled review – updated transfer criteria to include child returning from out-of-home care, or to help prevent children from entering out-of-home care	7.03.2025	Approved for release by Nikayla Beer Herring Chief Operations Officer



Do you need an Interpreter or a Translator?

If you need help to understand this letter, please contact Telephone Interpreters on 131 450 and ask them to call Housing Trust on 4254 1166 at no cost.

Trebate li tumača ili prevoditelja?

Ako vam je potrebna pomoć da biste mogli razumjeti ovo pismo, kontaktirajte telefonske tumače na broj 131 450 i zamolite ih da nazovu Stambeno povjerenstvo (Housing Trust) na broj 4254 1166, bez ikakvih troškova.

Да ли вам треба тумач или преводалац?

Ако вам треба помоћ да разумете ово писмо, молимо вас јавите се на 131 450 за телефонског преводиоца и затражите да бесплатно назову Housing Trust на 4254 1166.

¿Necesita un intérprete o un traductor?

Si necesita ayuda para entender esta carta, comuníquese con los intérpretes telefónicos en el 131 450 y solicite que llamen a Housing Trust al 4254 1166 sin costo alguno.

Bir Sözlü veya Yazılı Tercümana mı ihtiyacınız var?

Bu mektubu anlamak için yardıma ihtiyacınız varsa, lütfen 131 450 numaralı telefondan Telefonda Tercüman servisi ile iletişime geçin ve 4254 1166 numaralı telefondan Housing Trust'ı ücretsiz olarak aramalarını isteyin.

هل تحتاج إلى مترجم شفوي أو مترجم خطي؟

إذا كنت بحاجة إلى مساعدة لفهم هذه الرسالة، فيرجى الاتصال بخدمة الترجمة الشفوية على الرقم 131450 واطلب منهم الاتصال بصندوق الإسكان Housing Trust على الرقم 42541166 دون أي تكلفة.

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