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Overview

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| Purpose | The purpose of this policy is to outline the approach of Salvation Army Housing (SAH) to transferring existing tenants to alternative accommodation due to changes in circumstances. SAH recognises that circumstances change and is committed to working with tenants to enable access to housing appropriate to their needs. |
| Who does this apply to? | This policy applies to All Salvation Army Housing Employees (SAH & SAHV) who are responsible for, and providing, tenant and housing services. This policy applies to all transitional housing and long-term rental properties owned or managed by SAH. This policy does not apply for transfers between other community housing providers and / or government housing programs. |
| Effective date | 01/09/2019 |

Policy Statement

Tenant Initiated Transfer

1. Tenants can apply for a transfer to another property if a change in their circumstances makes their existing property or location no longer suitable.
2. When a tenant applies for a transfer, they must:
 - meet eligibility criteria specified in the Eligibility Policy and including the ability to sustain a tenancy without support or with appropriate support in place
 - be able to show that their circumstances have changed and that their current property or location is no longer suitable for their housing needs
 - be able to meet the transfer assessment criteria for one of the grounds
 - be able to meet the Victorian Housing Register eligibility criteria.
3. SAH will be able to advise if any further eligibility criteria requires to be satisfied.

Transfer Assessment Criteria

Reasons for a tenant-initiated transfer to another property may include, but not limited to:

1. Safety concerns
 - Any matters that require the tenant/s to be removed from risk, such as Family Violence, escaping harassment, threats to safety and / or anti-social behaviour by neighbours causing a tenant to be unsafe, on an ongoing basis
2. Family reunification or family breakdown
 - When the primary tenant and / or household members need a different size of housing to facilitate reunification or prevent family breakdown. This may incur in instances where a family reunion of family or birth of a child.
3. Home is not suitable anymore
 - Housing could be deemed as unsuitable due property not allowing tenant and / or household members to live independently.
For example, a property is not able to cater for major disability modifications or level access or they cannot accommodate a live-in carer.
4. Under-occupancy
 - Under occupancy may be caused due to household members moving out that causes excess bedrooms and the tenant/s would like to down-size
5. Compassionate grounds
 - Where the tenant/s would like to be closer to support networks or a family member who needs care
 - Aboriginal or Torres Strait Islander tenant/s who are currently living in social housing may apply for a transfer on compassionate grounds to Return to Country.
6. Employment
 - Tenant/s can apply for a priority transfer due to the tenant or their partner gaining employment, or changes to the tenant's or partner's current employment.
7. Under-occupancy
 - Tenants are considered to be under-occupying a property when there are more bedrooms than the household needs. It is usually the result of household members moving out of the property.

Application for Transfer

1. The tenant needs to make an application of transfer by directly advising SAH of the requirement for transfer.
2. SAH will advise the tenant if any forms are required to be completed and / or the VHR requirements need to be satisfied to successfully submit an application for Transfer.
3. The tenant will require to provide evidence in support of the application.

Assessment of Transfer application

1. SAH will consider the application, any evidence that is provided with the application and may request further evidence to assist in assessing the application.
2. SAH will make an assessment of stock availability in line with transfer request needs, as per the Allocation Policy.

Assessment Outcome

1. SAH aims to support tenants to cater for their changing circumstances wherever possible. In some instances, the application may be approved by SAH or the VHR.
2. When an application for transfer is approved, the tenant will be notified. The tenant will be advised to notify and inform SAH and / or the VHR platform of any changes in their circumstances that impact on their approved application.
3. In instances where the transfer application has been declined or not eligible, the tenant/s are given opportunities to appeal organisational decisions and to complain about the services of SAH. Please refer to the Complaint and Appeals Policy.

Transfer re-location

1. When SAH has an upcoming vacancy that suits the Transfer application, SAH will contact the tenant to assess if the transfer application is still meeting the eligibility criteria.
2. In the instance that the tenant/s no longer meets the eligibility criteria, then the application may be declined.
3. If the tenant continues to meet the eligibility criteria, the tenant/s will be offered the property.

Management Initiated Transfers and Relocation

1. A management transfer is a transfer that is initiated by SAH due to, but may not be limited to the following:
 - Hand back of a head-leased property, where the landlord / property owner has given notice to return the property;
 - Property is being re-developed; and /or
 - Property is being sold.
2. SAH will support with and relocate tenant/s out of such properties where SAH has
 - Available properties to transfer into
 - Tenant/s continue to meet eligibility as per the Eligibility Policy
3. SAH will assist tenant/s with any required transfer applications.
4. In the instance that the tenant/s do not wish to move into available SAH's property (this may be due to location), then SAH can assist tenant/s to apply or transfer to an alternative housing provider and / or government property.
5. Where SAH relocates tenant/s from a property that is going to be redeveloped and continues to manage the property, the tenant/s can express interest in returning to live at the site after the property redevelopment has been completed.

Related Documents and References

Related Policy Documents Allocation and Access Policy
Complaints, Feedback and Appeals Policy
Eligibility Policy
Starting a Tenancy
Ending a Tenancy

Related Procedure Documents Complaints Resolution Procedure

Related Supporting Documents

Related Legislation <Insert relevant legislation and/or regulations>

Other Relevant Documents /Resources <Insert relevant websites and/or links not identified above>

Document Control Information

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Theme Business Support

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| | 01/09/2019 | Placed into Policy Manual |
| | 07/08/2024 | Placed onto new Policy Template |
