

Policy Manual
Policy 3.13

Establishing and Maintaining Tenancies
Relocation Policy

Policy Title: Relocation Policy
Policy Number: 3.13
Version Number: 3.13.1
Supersedes Number: 3.11.2 (2011)

Approved by: Wentworth Board of Directors
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1. Purpose

- 1.1 Wentworth has developed this policy so that it can manage its tenancies and property portfolio effectively to maximise the benefit social housing can provide to people in housing need.
 - 1.2 From time to time the Wentworth may require a tenant to move to another property managed by Wentworth.
 - 1.3 When relocating a tenant for management purposes in this way, Wentworth will take all reasonable steps to ensure that the tenant is offered alternative housing that meets their housing requirements and thereby helps to create a sustainable tenancy.
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2. Policy

As a social housing landlord, Wentworth has the right to ask any tenant to relocate to another suitable property, identified by Wentworth that meets their housing needs. This is called relocating tenants for management purposes.

- 2.1 When relocating a tenant for management purposes, Wentworth aims to offer alternative housing that:
 - meets the client's known housing and locational needs, and
 - allows continued access to services, and
 - supports the creation of a successful and sustainable tenancy in the new location.
- 2.2 Wentworth will only require a tenant to relocate for valid reasons related to the management of a tenancy or Wentworth's property portfolio. If necessary, Wentworth will enforce this right by taking termination action through the NSW Civil and Administrative Tribunal - NCAT
- 2.3 **Service Standards**
 - 2.3.1 Wentworth will apply the following service standards when implementing this policy:
 - Clear and consistent communication from Wentworth to tenants throughout the relocation process.
 - explaining the options available to the relocating tenant
 - where possible, offering choices to the relocating tenant
 - Matching tenants to alternative housing based on their known housing needs.
 - Clearly identifying the point at which a review of the decision-making process is available.
 - Treating tenants appropriately and offering alternative housing with regard to the tenant's housing needs as assessed during the relocation process.

2.4 Reasons for Relocation

2.4.1 Wentworth may seek to relocate a tenant for reasons relating to management of its property portfolio or for tenancy management purposes. Examples of situations where this policy can be applied include:

2.4.1.1 Portfolio Management

- Wentworth intends to:
 - sell a property or group of properties
 - demolish a property or group of properties
 - redevelop the land the property is on to provide more appropriate housing
- The property has been designated for occupation by a particular client group, such as older people, and the tenant/tenant's household does not belong to this client group.
- The property is not owned by Wentworth and the lease with the private landlord has expired.

2.4.1.2 Tenancy Management

- Under-occupancy - the property is too large for the tenant's household, for example, due to changing circumstances such as children leaving home.
- overcrowding – too many people are living at the property
- The property has features, such as modifications for people with a disability that are no longer needed by the people living in the property.
- Wentworth intends to carry out substantial upgrading work on the property and the property needs to be vacant so that this work can happen.
- Management of neighbour disputes or social disharmony that involves or affects the tenant.
- The property or its location is unsuitable for the tenant and their capacity to sustain a Wentworth managed tenancy is threatened.

2.5 Additional information about the application of this policy

2.5.1 This policy applies to any tenant asked by Wentworth to relocate for management purposes including a tenant who:

- has been approved for a transfer;
- is seeking a mutual exchange

2.5.2 Notwithstanding this policy and its requirements for relocating tenants for management purposes, Wentworth reserves its right at all times to issue a Notice of Termination of a Residential Tenancy Agreement if there have been breaches of the Residential Tenancy Agreement. This proviso applies to ensure Wentworth can comply with its legislative obligations as well as its contractual obligations under the Residential Tenancy Agreement.

2.5.3 This may apply where Wentworth receives a Notice of Termination from a private landlord on a leasehold property due to breach of lease (sometimes this is a 90 day "no grounds" Notice of Termination). If Wentworth believes that the notice is served due to breach of tenancy it may choose to issue a Notice of Termination instead of offering a transfer.

2.5.4 On a case by case situation, the Manager Housing Services can determine whether relocation costs can occur.,

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3. Responsibility

Client Service Officers Effectively manage the policy

Manager, Housing Services and Monitor consistent and fair policy application
Client Services Manager

4. Definitions and References

RTA • Residential Tenancy Agreement

NCAT • HNSW Civil and Administrative Tribunal
 • Residential Tenancies Act 2010

Related Policy • Transfer Policy