

**Policy Manual
Policy 3.12**

**Establishing and Maintaining Tenancies
Transfer Policy**

Policy Title: Transfer Policy
Policy Number: 3.12
Version Number: 3.12.3
Supersedes Number: 3.10.2 (2011)

Approved by: Wentworth Board of Directors
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1. Purpose

- 1.1 The purpose of this policy is to provide information on how Wentworth manages the changing needs of tenants.
 - 1.2 Wentworth tenants can apply for a transfer if a change in their circumstances makes their existing property or location no longer suitable.
 - 1.3 Wentworth will assess the application against the transfer criteria to establish if a transfer is required.
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2. Policy

- 2.1 There are a number of reasons why a tenant may wish to transfer to another property. The size or type of property may no longer be suitable or the client may now need to live in another location.
- 2.2 There are also a number of reasons why Wentworth may need a tenant to relocate to another property. For example, the property may need to be redeveloped or it may no longer be available for use as community or affordable housing. Refer to the Relocation Policy
- 2.3 When a tenant applies to be transferred they must complete the appropriate Housing Pathways application forms and supply the required evidence and documentation to support their request. The tenant must be able to show that their circumstances have changed and the current property or location no longer meets their housing need. Tenants must also show that moving will resolve or improve their current situation.
- 2.4 In all requests for a transfer, the tenant is required to establish how and why they require a transfer and that a transfer is the most appropriate way their changed needs can be met in terms of their housing.
- 2.5 Wentworth will approve transfer requests where the tenant is able to demonstrate a need for alternative housing. Need will be assessed according to standard assessment criteria defining priority and non-priority status. To be eligible for a transfer the tenant must:
 - have lived in the property for more than 12 months, unless it meets the priority status
 - have no rent arrears
 - have no NCAT orders or serious complaints about them
 - meet Housing Pathways income eligibility criteria
 - and be subject to a satisfactory pre-transfer inspection

- 2.6** Priority need may be determined in the presence of the following factors:
- an 'at risk' situation
 - a medical condition or disability
 - extreme and ongoing harassment
 - changes in employment
 - compassionate reasons
 - severe overcrowding
 - family breakdown/estrangement
- 2.7** Non-priority need will be based on the following criteria:
- moderate overcrowding (insufficient bedrooms)
 - Under Occupancy - (excess bedrooms) where the tenant has requested to transfer (see Under Occupancy)
 - medical condition (where the tenant can manage in their existing accommodation but would benefit from the provision of alternate housing)
- 2.8** Generally, to be approved for a transfer the tenant must be eligible for social housing, that is, they must continue to meet the current or previous income eligibility limits for social housing in addition to other eligibility criteria.
- 2.9** When dealing with requests for a transfer Wentworth will:
- explain the information and documentation needed to support a tenant's transfer application
 - provide clear and consistent communication from Wentworth to tenants throughout the transfer assessment process
 - explain the options available to the tenant requesting a transfer
 - assist tenants in identifying a location which meets their needs
 - process the application in a timely manner
 - treat tenants sensitively and maintain confidentiality
 - give careful consideration to all information provided by the tenant when determining the urgency of their need to move
 - allocate housing that meets their needs
 - attempt to offer the same type of lease as their existing lease
 - give reasons why their transfer application was not approved and advise on the right to appeal the decision

3. Responsibility

Client Service Officers	Effectively assess eligibility and priority of transfer applications
Housing Services Manager and Client Services Manager	Administer Decisions and Prepare consolidated report to Chief Executive Officer.
Chief Executive Officer	Monitor and report to the Board

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4. Definitions and References

RTA • Residential Tenancy Agreement

NCAT • NSW Civil and Administrative Tribunal
• Residential Tenancies Act 2010
• Eligibility for Social Housing Policy (Housing Pathways)
• Social Housing Eligibility Products and Allocations Policy Supplement (Housing Pathways)
• Managing the NSW Housing Register Policy (Housing Pathways)
• Matching and Offering a Property to a Client Policy (Housing Pathways)

Related Policy • Relocation Policy
• Mutual Exchange