

# 155 LW Under Occupancy Policy

## 1. Customer Statement

At Link Wentworth our customers and communities are at the centre of what we do. We are committed to:

- treating our customers with compassion and respect
- communicating clearly so that our customers can make informed decisions
- providing fair service by following the right process
- working openly with customers to find shared solutions
- following all relevant laws and regulations

## 2. Purpose

This policy outlines Link Wentworth's approach to managing the under occupancy of properties.

## 3. Scope

This policy applies to all Link Wentworth social housing tenants. It does not apply to other programs such as Affordable, Transitional, Specialist Disability Accommodation etc.

## 4. Policy

We consider tenants to be under-occupying a property when there are more bedrooms than the household requires. This is usually the result of household members moving out of the property.

We can initiate relocation of your tenancy due to under occupancy under our Relocation for Management Purposes Policy.

In addition, a tenant can request transfer because they are under occupying their property. When a tenant requests a transfer for this reason, Link Wentworth will do the following:

- consider the impact on the tenant
- determine the benefit and cost to Link Wentworth of relocating the tenancy including demand for the current property
- consider the tenant's requirements for an alternative property and how these can best be met.

We investigate possible underoccupancy by reviewing the number of approved household members living in the property compared to the number of bedrooms. We may ask you to substantiate claims of additional occupants. If you do not apply for any additional occupants to become members of your household, we consider those people to be unauthorised occupants.

### When you want to transfer

When you want to transfer due to under occupancy, we assess your property requirements, portfolio availability and capacity to transfer within our property portfolio.

You may need to complete a Housing Pathways transfer application form if you want to transfer to an area outside our allocation zones.

## Number of offers

We make two reasonable offers of alternative accommodation as per our Offering Social Housing Tenancies Policy.

## Consideration of other priority housing processes

We consider under occupancy transfers in relation to competing allocation pressures such as other applications on Link Wentworth's Transfer List and the NSW Housing Register (Housing Pathways).

## General principles

When a tenant applies for a transfer because of under occupancy, we:

- consider the impact on you
- review the benefits and costs to us of your transfer, including the demand for the current dwelling; and
- consider your new dwelling requirements and how these can best be met.

## 5. Legislative Framework and Related Policies

- Residential Tenancies Act 2010
- Housing Pathways Transfer Policy

## 6. Complaints and appeals

A tenant who is not happy with a decision we make or who believes that we have not followed this policy can complain or appeal using the complaints and appeals policies that are available on the Link Wentworth website [www.linkwentworth.org.au](http://www.linkwentworth.org.au) or by phoning Link Wentworth on 9412 5111.

## 7. References

- Transfer Policy
- Relocation for Management Purposes Policy.
- Offering Social Housing Tenancies Policy

## 8. Privacy and Confidentiality

Link Wentworth has obligations and responsibilities under its Privacy Policy. Please refer to the policy for further information.



## Approval, policy owner and review frequency

Policy type:	Management Level
Executive Leadership Team owner:	Chief Customer Officer
Business owner:	Head of Tenancy
Ultimate Approval body:	Executive Member
Review Frequency:	Every two years or more frequently if circumstances warrant.

---

Approved by – Chief Customer Officer