

140 Management Transfer 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 explains Link Wentworth's approach to asking social housing tenants to relocate to a different property to maximise the use of Link Wentworth properties.

See our Tenant Initiated Transfer Policy for information about how social housing tenants can make a request to transfer to another property.

3. Scope

This policy applies to all Link Wentworth social housing tenancies. It does not apply to other programs such as Affordable and Specialist Disability Accommodation.

4. Policy

Link Wentworth may require a tenant to relocate for reasons related to tenancy or property portfolio management. This is known as a management transfer.

We relocate tenants only when we have a valid reason. See 'Reasons for relocation' below.

If we relocate you, we take all reasonable steps to ensure the alternative housing we offer you:

- meets your known housing and locational needs
- allows continued access to services
- supports the creation of a successful and sustainable tenancy in the new location

Link Wentworth will organise or pay a reasonable contribution to relocation costs for management grounds, and this will be decided on a case-by-case basis at a Senior Management level.

Reasons for relocation

Tenancy Management

We may relocate you if:

- you are under-occupying the property

- the property is severely overcrowded
- we are managing a neighbour dispute or social disharmony that involves or affects you
- the property or its location is unsuitable for you and your capacity to sustain your tenancy with us is threatened

Property Portfolio Management

We may relocate you if we intend to:

- sell a property or group of properties that includes your property
- demolish a property or group of properties that includes your property
- carry out substantial upgrades to your property and the property needs to be vacant to do the work
- redevelop the land your property is on to provide more appropriate housing

We may also relocate you if:

- the property has been designated for occupation by a particular client group, such as older people, and you or your household does not belong to this client group
- the property has features, such as modifications for people with a disability, that you do not need
- we do not own the property and the lease with the private landlord has expired, we have received a notice to vacate, or we identify the property as no longer meeting Community Housing Standards
- we consider a property we do not own to be substandard, and the owner of the property does not intend to improve the property.

Other

In some situations, we may offer to relocate you to a property that better meets your needs if you:

- are approved for a Housing Pathways transfer
- are seeking a mutual exchange

Terms of new tenancy

Offers

We make you two reasonable offers of alternative housing.

A reasonable offer is when a property matches:

- the number of bedrooms your household requires
- the allocation zone requested (the property may be in any suburb within the allocation zone)
- any other property features the applicant has been assessed as needing, for example: requirements relating to level access, stairs, or steps; distance from services or facilities.

Type and length of lease

We will offer you a new Link Wentworth lease for the property you are relocating to.

Paying rent after management transfer

Your rent will continue to be assessed in line with our Rental Subsidy policy.

Paying a rental bond after management transfer

Rental bond is managed in line with current Link Wentworth rental bond policy for new social housing tenancies.

Tenancy termination during a management transfer

Tenant breach of residential tenancy agreement

Link Wentworth reserves the right to issue a Notice of Termination (NOT) in line with the End of Tenancy policy if you breach your Residential Tenancy Agreement at any time. Link Wentworth may issue a NOT if you breach your residential tenancy agreement while a management transfer is under discussion or in progress. This ensures we remain compliant with our legislative and contractual obligations under the *Residential Tenancies Act 2010*.

Refusing an alternative social housing property

Link Wentworth aims to make offers of alternative social housing that meet the needs of you and your household. We reserve the right to issue a Notice of Termination (NOT) under Section 148 of the *Residential Tenancies Act* if you refuse our reasonable offers of alternative social housing. If we take this step, we give you an opportunity to request a review and explain why we should not end your tenancy.

5. Definitions

- **Notice of Termination (NOT)** is a legal document issued by landlords and tenants to provide notice for the ending of a tenancy agreement.

6. Legislative or other applicable frameworks

- *Residential Tenancies Act (2010)*

7. Complaints and Appeals

An Applicant for social housing 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 or by phoning Link Wentworth on 13 14 21.

8. References

- Occupants Policy
- Mutual Exchange Policy
- Transfer Policy

9. 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:	Chief Customer Officer
Review Frequency:	Every two years or more frequently if circumstances warrant.

Approved by Chief Customer Officer