



Transfer and Relocation Policy

Purpose

The purpose of this policy is to outline the approach of 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.

Scope

This policy applies to all housing owned or managed by SAH.

This policy does not apply for transfers between other community housing providers and / or government housing programs.

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.

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 occur in instances where a family reunion or birth of a child.
3. Home is not suitable anymore
 - Housing could be deemed as unsuitable due to 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.

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.
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 assess stock availability in line with transfer request needs, as per the Allocation Policy.
3. For TAS, an internal transfer application form will be needed to be completed with appropriate documentation and approved by SAHT staff.

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.
2. When an application for transfer is approved, the tenant will be notified. The tenant will be advised to notify and inform SAH 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 Complaints and Feedback 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 relocating 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.

Discretion

State Managers have discretion to approve or revoke approval at any time outside of this policy framework, not including legislative requirements. The reasons for discretion must be documented on the tenant's record.

Tenants Right to Review Decisions

Tenants have the right to appeal process if they are unhappy with a decision made by SAH. If a client is not satisfied with a decision, they should be encouraged to lodge a written request of appeal to the relevant SAH office. For further information refer to the Appeals Policy.

Related Documents

Policy	Allocation Policy Arrears Management Policy Complaints and Feedback Policy Eligibility Policy Sustaining a Tenancy Policy
Legislation	National Regulatory Code National Community Housing Standards State Residential Tenancies Act and Regulation

Document Control

Authorisation	SLT
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