



7.23 Housing Transfer

Any tenant can apply for a transfer to another property if a change in their circumstances or the circumstances of a household member means that their existing property or location is no longer suitable.

This policy outlines how tenants can apply for a transfer, the eligibility criteria and how SGCH handles requests for transfers.

Guiding Principles

- SGCH will adopt a fair and transparent approach to assessing requests for transfers.
- All tenants may apply for a transfer.
- SGCH aims to give tenants choice about location of housing in order to meet the tenants/households housing needs.
- Requests for transfer will be managed in accordance with Housing Pathways.
- SGCH will consider whether adaptations to a tenants existing property will meet household circumstances.

Applying for a transfer

Tenants who wish to transfer must complete an Application for Housing Assistance and a Transfer Supplement.

If the tenant is applying for a transfer based on medical grounds, they must also complete a Medical Assessment form. All completed and required documentation must be returned to SGCH before the application can be assessed.

Under Housing Pathways, a tenant may choose to be housed by any of the social housing providers including Housing NSW or may choose to only be housed by a community housing provider. However, tenants are not able to choose to be housed by a specific community housing provider, e.g. SGCH.

SGCH standards in responding to transfer applications

A letter advising the tenant of the outcome of their application will be sent within 28 working days, unless further documentation has been requested. The letter will also advise the tenant of their right of appeal.

Assessing transfer applications

A tenant requesting a transfer will be assessed in the same way as new social housing applicants. If a transfer application is approved, the transfer applicant will be housed as a priority from the Housing Register once a suitable property becomes available.

Eligibility criteria

Generally, to be approved for a transfer, a tenant must be eligible for social housing, including demonstrating the ability to sustain a tenancy with or without support and meet the transfer assessment criteria. In exceptional circumstances SGCH may, on a case by case basis approve an application for transfer from a tenant who does not meet the eligibility criteria.

When a tenant applies for a transfer they must be able to:

- Demonstrate that their circumstances have changed and that their current accommodation is no longer suitable.
- Demonstrate that moving will resolve or improve their current situation.
- Provide documentation or evidence to support their transfer application.

Transfer applications will be considered on a case by case basis and may be approved for the following reasons:

Category	Reason
Priority	<ul style="list-style-type: none">▪ At risk▪ A serious and ongoing medical condition/disability▪ Serious and on-going harassment▪ Severe overcrowding▪ Family breakdown/separation▪ Tenancy re-instatement
Wait-turn transfer	<ul style="list-style-type: none">▪ Medical condition/disability▪ Moderate overcrowding▪ Employment▪ Compassionate grounds▪ Under-occupancy where the tenant has requested the transfer due to excess bedrooms

Tenants in breach of their tenancy agreement

A tenant can apply for a transfer even if they owe money to SGCH. An application for transfer will be refused if the tenant is in breach of their tenancy agreement and legal action is in progress to end the tenancy. If the breach of tenancy relates to arrears, or if a tenant owes money to their housing provider, SGCH will not make an offer for housing until the rent arrears or tenant debt is paid in full or the tenant has demonstrated that they are making a consistent effort to pay off the debt. SGCH may make exceptions where the tenant can demonstrate an urgent need for transfer and/or is at risk.

If a transfer is approved and there are rent arrears/tenant charges at the time of rehousing, an order from the CTTT will be sought at the end of the current tenancy, asking that any remaining arrears or tenant charges be paid off in negotiated instalments.

Other assistance, which may overcome the necessity for transfer will be explored and offered.

Transfer offers

Each tenant that is approved for transfer will receive two reasonable offers. The right of appeal will be conveyed each time an offer is made and declined by the tenant. If two reasonable offers are declined, the tenant's need for a transfer is deemed no longer valid. SGCH will not be responsible for providing more transfer offers.

Emergency transfers

A tenant may be approved for immediate emergency transfer (within the organisation or with another housing provider) if the tenant or a member of his/her household is in imminent danger and the danger can be resolved by transfer.

High demand areas

If a tenant requests to transfer to a high demand area, they must demonstrate how a transfer to that area will resolve or improve their current situation. If the tenant cannot do this, yet can substantiate the need to be transferred from their current property, they may be offered a property in another area where there is less demand.

Transfers for management reasons

A tenant may be requested by SGCH to transfer to another property if the current property is:

- Under occupied – the tenant has more than one spare bedroom. Refer to Occupancy policy.
- Being returned to landlord or
- Being demolished for redevelopment
- Modified for specific purposes and the household no longer requires this level of adaption.

These transfers may be handled outside of Housing Pathways.

If SGCH receives a Notice of Termination from an owner or landlord of a leasehold property, the tenant will be given a Notice of Termination in accordance with the terms and conditions of their Residential Tenancy Agreement.

Tenants who are requested to relocate for management reasons will be entitled to two suitable offers of alternative housing and every effort will be made to meet their reasonable requirements. If the tenant is requested by the organisation to transfer, SGCH will arrange and pay for the removalist and any reasonable costs associated with relocation of utilities.