



Transfers

What is a Transfer?

A transfer is when a client of Housing Plus can apply for a transfer to another property if their current property is no longer suitable for their needs.

The social housing provider with whom the client is currently housed with is responsible for:

- + Assessing a client's application for transfer
- + Reviewing a client's application for priority transfer
- + Facilitating a client's relocation for management purposes
- + Assessing a client's application for succession of tenancy (refer to Succession of Tenancy fact sheet)

The following information applies to clients who: Apply for a transfer, and

- + Are currently living in a property owned or managed by Housing NSW and choose to be housed by any social housing provider, or
- + Are currently living in a property owned or managed by a community housing provider and choose to be housed by Housing NSW.

Social housing clients can apply for a transfer to another property if a change in their circumstances makes their existing property or location no longer suitable. When a client applies for a transfer, they must:

- + Be able to show that their circumstances have changed and that their current property or location is no longer suitable for their housing needs, and
- + Be able to show that moving will resolve or improve their current situation, and
- + Provide the required documentation or evidence to support their application.

Social housing providers may approve transfers for the following reasons:

Situation: Priority Transfer

Reason:

- + 'At risk'
- + Medical condition and/or disability
- + Serious and ongoing harassment
- + Employment
- + Compassionate grounds
- + Severe overcrowding
- + Family breakdown/separation
- + Tenancy reinstatement.

Situation: Wait-turn transfer

- + Moderate overcrowding

- + Under-occupancy where the client has requested the transfer due to excess bedrooms

There are a number of high demand allocation areas. Social housing providers will assess a request to transfer to one of these areas against specific criteria, called a Locational Needs Assessment, if the client is applying to transfer to a high demand area.

Transfers for Management Purposes

Housing Plus may request that clients move from their home to another Housing Plus dwelling in some circumstances where:

- + The Household size at a tenancy has decreased and the property is under-occupied and could be better utilised by



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an applicant or other client of Housing Plus; or

- + The property has been modified for a person with a disability who no longer lives at the property, or the property is leased from a private landlord and the lease has expired or the landlord required the property back, or
- + Housing Plus intends to demolish the property and redevelop the site with more buildings or
- + Housing Plus intends to sell the property.

Housing Plus will encourage the relocation of clients in such properties where it is deemed to be in the interests of Housing Plus. While Housing Plus is committed to providing long-term secure accommodation, properties which Housing Plus leases from the private rental market have a limited capacity to provide on-going tenancies and from time-to-time Housing Plus may be required to hand back leasehold properties.

In these conditions, Housing Plus will endeavour to locate a similar, appropriate property for the client prior to the expiration of the agreement on the previous property. Clients may also be placed on the Pathways waiting list to maximise their opportunity to be offered replacement accommodation.

Where the client is being relocated for management purposes, with the exception of handing back a leasehold property, Housing Plus will attempt to meet the requirements of the client in relation to location and type of property for the alternative accommodation.

Ineligibility

Transfers will not be approved if the applicant for transfer is:

- + In rental arrears - unless there are urgent medical or social reasons for a transfer or the arrears are caused by delays outside the clients control, or
- + Currently in breach of their tenancy and

legal action has commenced to end the tenancy, or

- + Still to complete the bond payment on their current tenancy, or
- + Already adequately housed with no mitigating circumstances, or
- + Current household income level would not qualify them for community housing as it is over the limits set by Housing NSW. Rent assistance from Centrelink is not included in the assessment of household income.

Clients who have been approved for transfer will be eligible for **two** offers of accommodation. If the client rejects two reasonable offers without adequate reasons, their application will be removed from the priority transfer list.

Social housing providers will change tenancies in accordance with:

- + The Housing Act 2001
- + Residential Tenancies Act and Regulations 2010
- + The terms of the residential tenancy agreement
- + Where relevant, Housing NSW Pathways policies.



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