

Rental Transfer Policy – Rental Housing

Applies to Property & Housing

Rental Housing

Policy Statement

This transfer policy and procedure sets the requirements and process for when a rental tenant requests a transfer to another property and that Uniting and tenants meet their obligations under the relevant Residential Tenancies Act.

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1 Purpose

This transfer policy and procedure sets the requirements and process for when a rental tenant requests a transfer to another property.

2 Scope

This policy applies to all relevant Rental Housing and Seniors Services staff. Only rental housing tenants can apply for a housing transfer.

3 Compliance

This policy becomes part of Rental Housing suite of documents.

4 Policy principles

- An existing tenant may apply for a transfer to another property if their existing property is no longer suitable for their housing needs. They can request a transfer to another rental property within Uniting or, if eligible, apply to go on NSW Housing Register via Housing Pathways.
- When a tenant requests a transfer, they must provide documentation or evidence to support their application. They must complete a Transfer Application Form - Retirement and Independent Living and if appropriate provide medical report and supporting documentation; their application will be then assessed in line with the transfer eligibility criteria.
- All applicants must be interviewed by the Village Manager or Housing Manager who will make a recommendation to their respective Area Manager or Tenancy Management Lead to approve or decline. The final sign-off for applicable Seniors villages will be made by the Head of the respective Region or for applicable Rental Housing villages, final sign off will be made by the Head of Housing.
- If Uniting does not have suitable accommodation in the location required or if the tenant wishes to apply for a transfer through Housing Pathways, Uniting staff will refer the tenant to Housing NSW or a community housing provider participating in Housing Pathways dealing with applications and assessments.

In this case Housing Pathways policies will apply:

<https://www.facs.nsw.gov.au/housing/policies/transfer-policy>

- A letter will be sent to advise the applicant whether their application has been approved or declined. If a transfer request is not approved the tenant will be given reasons why their transfer application was not approved.
- Tenants will be advised about their right to appeal.
- Approved applications will be entered on the village waiting list and applicants will be contacted when a suitable vacancy arises.

4.1 Policy procedure – Transfer Process

4.1.1 When a tenant requests a transfer to another Uniting property

- The Village or Housing Manager to provide the tenant with a transfer application and medical report form.

- Tenant returns completed transfer application, medical report plus supporting documentation to Village or Housing Manager.
- Village or Housing Manager to check for any rent arrears, visit applicant to discuss application where necessary, assess transfer application in line with transfer eligibility criteria, then complete the Transfer Assessment Form - Retirement and Independent Living, with recommendation to approve or decline. Assessment form, transfer application and supporting documentation to go to the Area Manager or Tenancy Management Lead with a recommendation to approve or decline.
- Area Manager or Tenancy Management Lead review recommendation and pass to Head of Housing.
- Head of Housing to approve or decline recommendation.

4.1.2. Declined application.

- Head of Housing to advise Area and Village Manager or Tenancy Management Lead and Housing Manager.
- Area Manager or Tenancy Management lead to notify the tenant of reason(s) why application declined.
- Tenants have the right to appeal the decision. Appeals to be addressed to the Head of Housing.

4.1.3. Approved applications

- Head of Housing to send assessment form confirming application approved to the Tenancy Management Lead or Area Manager.
- Housing Assistant will:
 - Send a letter advising the tenant their application has been approved.
 - Enter tenant's name on the rental waiting list for the relevant village.
 - Contact the tenant when a suitable vacancy arises, advise of rent charge, send offer letter.

Note: Transfer applicants are prioritised on the waiting list.

- Where a suitable vacancy is available, the Housing Assistant will create a Residential Tenancy Agreement (RTA), calculate rent in line with the property program, prepare and send sign up pack to the Village or Housing Manager. If bond already paid, assess if any monies to be claimed then transfer bond/remaining bond to new address.

4.1.4. Refusal of offers.

If a tenant refuses two reasonable offers they will be withdrawn from the transfer waiting list. A letter will be sent to advise them of this.

4.1.5. Appeal

Tenants have the right to appeal the decision to have their transfer request be withdrawn from the waiting list. Only Social and Affordable Housing Fund (SAHF) tenants are eligible to appeal the decision.

5 Roles and responsibilities

The Housing Assistant, Village Managers and Housing Managers are all responsible for a rental transfer. Action will be managed by the Area Manager or Tenancy Management Lead with final approval made by Head of Region or Head of Housing.

6 Related Policy Documents and references

- Rental Transfer Procedure – Rental Housing
- Rental Transfer Assessment Form – Rental Housing
- Housing Pathways Transfer Policy
<https://www.facs.nsw.gov.au/housing/policies/transfer-policy>
- Social and Affordable Housing Appeals Policy – Rental Housing
- Social/Affordable Housing Appeals Form
- [Housing Pathways Transfer Policy](#)
- [Housing Appeals Committee](#)