



# Transfer Policy

August 2023

Women's Housing Limited acknowledges the Traditional Aboriginal Owners and Custodians of the land on which we work. We pay our respects to Elders past, present and emerging. We acknowledge the diversity of Aboriginal Victorians, their communities and cultures, and the intrinsic connection of Traditional Owners to Country.

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## **1. Purpose**

The purpose of this policy is to detail the arrangements, processes, and considerations for a tenancy transfer.

## **2. Scope**

This policy applies to all long-term rental properties owned or managed by WHL. This policy does not apply to the properties managed by WHL under the Transitional Housing program.

## **3. Policy statement**

Women's Housing Ltd is a participating registered agency of the Victorian Housing Register (VHR).

Renters may be able to apply for a transfer to another long-term housing property. This may include:

- A room within a Women's Housing Ltd Rooming House
- A property or apartment within the Women's Housing Ltd Community Housing Portfolio
- A property listed with another Housing Provider or with DFFH.

A transfer may be granted if:

- The household situation has changed and/or
- The home is no longer suitable to the needs of the renter.

Renters may also apply for a transfer if they are affected by:

- family violence or
- threats to safety or
- medical or health reasons

## **4. Eligibility**

All renters must meet the eligibility criteria determined by the Department of Families, Fairness and Housing (DFFH) Eligibility Criteria Operational Guidelines, including income and asset eligibility criteria. Eligibility criteria is available on the Victorian Housing Register website.

WHL provides long-term, secure housing to people in need in line with our charitable mission, vision, and values. The individual circumstances of anyone applying for a transfer under this policy will be considered.

All renters seeking a transfer to another property will be required to have an application lodged with the Victorian Housing Register. Please note that Women's Housing Ltd does not approve transfers, this is a process completed as part of the VHR managed by the DFFH. Applicants wishing to lodge a priority transfer can do this by completing it online using a myGov account or at a DFFH office. WHL may be able to provide a letter of support to assist with the application.

Any Rooming House resident seeking a transfer within a Rooming House may not be required to have a current VHR application in place. All Rooming House residents should discuss this with their WHL Tenancy Officer.

Renters must be up to date with their rent account (2 weeks' rent in advance) and must have demonstrated their ability to meet their obligations under the Residential Tenancies Act 1997. This includes reporting maintenance promptly, not causing damage or nuisance and not interfering with the peace, comfort, or privacy of neighbours.

Renters are expected to pay a bond and 2 weeks' rent in advance prior to signing the new rental agreement. Should a renter experience hardship in securing these funds, they may apply for an exemption from WHL.

## **5. Consideration**

WHL will consider all requests for an internal transfer. Applicants are required to evidence their VHR application and provide evidence for a transfer. A successful transfer to another WHL property will require the removal of the applicant from the VHR listing.

## **6. Outcome**

WHL will advise all applicants for a transfer within 2 weeks of any available internal transfers. As WHL properties are in short supply, an internal transfer cannot be guaranteed. All other applicants will remain on an internal transfer list and on the VHR listing.

## **7. Legislation and standards**

This policy implements WHL's obligations under:

- Residential Tenancies Act 1997 (Vic)
- Housing Act 1983 (Vic)
- Performance Standards for Registered Housing Agencies
- Legal agreements between WHL and the Director of Housing relating to the VHR
- DFFH Victorian Housing Register Operational Guidelines
- Charter of Human Rights and Responsibilities Act 2006 (Vic)

## **8. Transparency and accessibility**

This policy will be available on the WHL website at <https://womenshousing.com.au/>

## **9. Responsibilities**

Broad practical responsibility for the implementation of this policy will rest with the Operations Manager

### **9.1 Board**

To be aware of the policy and its application across the organisation.

### **9.2 CEO**

Receive and consider reports and recommendations from the Operations Manager.

### **9.3 Operations Manager**

Oversee operation of this policy.

### **9.4 Program Managers**

To be aware of policy.

### **9.5 Operational Staff**

To be aware and implement policy.