

# Transfers Policy



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## 1. Purpose

This policy details the considerations and process for a tenancy transfer.

## 2. Scope

This policy applies to all long-term properties owned or managed by Women's Housing Ltd (WHL). This policy does not apply to the properties managed by WHL under the Transitional Housing program.

This policy refers to situations where a renter is being transferred from one WHL property to another WHL property due to personal reasons.

- For situations where a renter needs to be permanently relocated due to the property no longer being viable for housing, see WHL's Relocations Policy
- For situations where a renter needs to be temporarily provided with accommodation due to an emergency such as a fire or flood, see WHL's Emergency Housing Policy

## 3. Policy statement

WHL is a participating registered agency of the Victorian Housing Register (VHR). Renters may be able to apply for a transfer to another long-term property if:

- The household situation has changed and/or
- The home is no longer suitable to the needs of the renter
- The renter is impacted by family violence or threats to their safety
- The renter is experiencing relevant medical or health conditions

## 4. Eligibility

All renters must meet the eligibility criteria determined by the Department of Families, Fairness and Housing (DFFH) Eligibility Criteria Operational Guidelines.

### 4.1 Victorian Housing Register – Priority Transfer

All renters seeking a transfer to another property will be required to have an application lodged with the VHR. Please note that WHL does not approve transfers, this process is managed by the DFFH as part of the VHR system. Applicants wishing to lodge a priority transfer should notify their Tenancy Officer, who can provide more information. WHL may be able to provide a letter of support to assist with the application. This may not be required for residents moving from one room to another in the same rooming house

## **4.2 Sustainable tenancies**

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 (RTA). This includes reporting maintenance promptly, not causing damage or nuisance and not interfering with the peace, comfort, or privacy of neighbours.

## **4.3 Bond and rent in advance**

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. Process for applying for a transfer**

Renters can take the following steps to apply for a transfer to another WHL property:

1. Lodge a Priority Transfer on the VHR (contact your Tenancy Officer for more information about this process)
2. Contact your Tenancy Officer to alert them that you wish to transfer properties and outline the reasons why. This can be done in writing over email. WHL may provide the DFFH with a letter of support for your VHR application if necessary.
3. Your Tenancy Officer will assess your eligibility and then inform you if there are any current suitable properties that are vacant
4. If a property becomes available, your Tenancy Officer will contact you to discuss the process of ending your tenancy and commencing a new one.
5. You will pay a bond and rent in advance to secure your property and meet with your Tenancy Officer to sign the rental agreement, related paperwork and receive the keys
6. You will arrange to move into your new property, ensuring your old property is returned to its original condition, free from damage or goods left behind (see WHL's *Bond Management Policy* for details about your bond)
7. You will be removed from the VHR by WHL

## **6. Considerations and outcomes**

WHL will consider all requests for an internal transfer, but due to a short supply of long-term properties, this is not always possible.

WHL will apply the Charter of Human Rights and Responsibilities to requests for transfers.

If a renter is unsuitable for transfer for the reasons listed above, WHL will inform them within 2 weeks of their application.

## **7. Relevant legislation and documents**

- Residential Tenancies Act 1997 (Vic)
- DFFH Victorian Housing Register Operational Guidelines
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Renter Damage Policy
- Bond Management Policy
- Goods Left Behind Policy
- Antisocial and Dangerous Behaviour Policy