

# WINTRINGHAM HOUSING HOUSING TRANSFER POLICY

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**Purpose** To outline the process of housing transfers in Wintringham’s Housing owned or managed properties.

**Policy Statement** The following may be considered reasonable grounds for a renter to request a transfer or Wintringham to request the renter to transfer:

- Health & medical
- Disability access
- Disability modifications not possible
- Group living issues that are unresolvable
- Family violence
- Housing size guidelines to ensure properties are well utilised
- The property is part of a particular targeted program.

All transfers requested by renters will be arranged at the renter’s own expense, unless authorised by the General Manager – Homelessness and Client Support Services or delegate.

**Commitment** Wintringham Housing is committed to:

- Being transparent to the client, concerning the outcome of the request for a transfer.
- Providing a fair process in managing housing transfer requests.

**Scope** This policy applies to all long-term rental properties owned or managed by Wintringham Housing.

This policy does not apply to properties managed by Wintringham Housing on behalf of other property owners where the owner retains responsibility for allocation of housing.

**Definitions**

**Owned:** properties owned by Wintringham Housing.

**Managed:** properties managed on behalf of another owner of the property.

**Responsibilities**

**Manager - HHS** Or delegate is responsible for managing the process of a renter’s transfer.

**Tenancy Management Worker** Is responsible for coordinating all tenancy matters relating to a renter’s transfer.



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Procedure

1. If a renter requests a transfer from one housing property into another, the Tenancy Management Worker or delegate will refer them to their Housing Support Worker, who will explore all other strategies prior to pursuing relocation.
2. Renters who require or request a housing transfer will be assessed, prioritised and arranged in accordance with Overview – Applications for Housing Policy (see TMM 1.1).
3. Renter transfers may be requested by Wintringham Housing, based on suitability, modifications and housing programs. (see TMM 1.30).
4. Where possible, Wintringham Housing aims to meet the housing requests of clients with special needs or disabilities.
5. As vacancies are limited, any request for a housing transfer will be accompanied with evidence from a medical practitioner and/or allied health specialist (e.g. occupational therapist, physiotherapist, counsellor etc.)

Wintringham/Wintringham Housing will endeavour to provide support to renters to assist them to maintain their tenancy. This may include carrying out adaptations to assist mobility and/or facilitating access to support services that provide in-home care. Where maintaining the tenancy is not an option, Wintringham/Wintringham Housing will work with other support services and agencies to try to find alternative accommodation.

6. If a renter's current housing is assessed by Wintringham as inappropriate or causing serious detriment to health or wellbeing, the Manager - Housing and Homelessness Support (HHS), may authorise for the renter to be placed on the Victorian Housing Register (VHR) for a priority housing transfer.
7. If a renter is in a family violence situation and a request for a transfer has been requested or is necessary, this will be treated as a priority.

It may be necessary to involve other agencies to provide the victim with other forms of assistance and support. (E.g. Specialist Family Violence Services or The Orange Door).

8. If a renter has previously refused an offer to transfer and asks to be considered for a subsequent transfer, further evidence is required to support the second request.
9. Once a renter has been approved for a transfer and prepares to move, they must vacate their unit in its original condition (clean and ready to be re-tenanted).

If the renter is not able to prepare the unit themselves, they will be required to cover the costs of professional cleaning,

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as arranged by Wintringham Housing or seek funding with the assistance of housing support.

10. Further considerations in assessing property suitability will include whether the property is part of a particular targeted program (e.g. for older renters or renters with disabilities) and whether disability modifications have been made to the property that is not needed by the applicant.
11. Wintringham Housing may request a renter transfer as per the housing size guidelines (DFFH) Allocations Manual, to ensure properties are well utilised, and the number of people occupying the property is appropriate for the property size.
12. Any renters approved for a transfer and waiting to move into a new property will be asked by Wintringham staff for permission to show prospective tenants through their units, in order to minimise vacancy periods.

If approval is granted for a transfer, the handover process (see L\_M 50) should be followed, to ensure a smooth transition.

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| Related Documents |             | National Community Housing Standards (2010)   |
|                   |             | The Department of Families, Fairness and Housing (DFFS) Allocations Manual: Matching Clients with Housing - Housing Size Guidelines |
|                   | TMM Fm 1.7b | Relocating Checklist  |
|                   | TMM Fm 1.7a | Pro-Forma Letter for Acceptance of Transfer Request   |
|                   | L_M 50      | Internal Handover Policy Process  |
|                   | TMM 1.1     | Overview – Applications for Housing   |
|                   | TMM 1.30    | Assignment of Long Term Housing   |

#### Authorisation

This policy has been authorised by General Manager – Homelessness and Client Support Services on May 2021.

#### Review Date

May / 2024

