

WINTRINGHAM HOUSING HOUSING TRANSFERS POLICY

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Purpose This policy will 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 and 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 or delegate.

Commitment Wintringham Housing is committed to:

- providing a fair process in managing housing transfer requests.
- being transparent to the renter, concerning the outcome of the request for a transfer.

Scope This policy applies to all long-term rental properties owned and/or managed by Wintringham Housing in Victoria and Tasmania.

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

HHS	Housing and Homelessness Support
Rental Provider	Also known as the landlord, is the owner of a property, but it can also include agents acting on behalf of the owner.
Managed	Properties managed on behalf of another owner of the property.
Owned	Properties owned by Wintringham Housing.
Renter	Also known as a tenant, is a person who has the right to occupy a residential property under a residential tenancy agreement. Under the <i>Residential Tenancy Act 1997 (Vic)</i> , the term renter has replaced the term tenant.
Wintringham Housing	Refers to both Victoria Wintringham Housing owned and managed and Tasmania Wintringham managed properties unless stated.

Responsibilities

HHS Manager (or delegate)	Responsible for managing the process of a renter's transfer.
Tenancy Management Worker	Responsible for coordinating all tenancy matters relating to a renter's transfer.
GMHCS	May authorise requests for transfer expenses upon reviewing individual applications.

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:
 - [Wintringham Housing - Applications & Nominations Policy - Victoria](#) (TMM 1.1)
 - [HHS TAS - Referral Pathways](#) (CSM 3.4).
3. Renter transfers may be requested by Wintringham Housing, based on suitability, modifications and housing programs.
4. Where possible, Wintringham Housing aims to meet the housing requests of renters 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 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 will work with other support services and agencies to try to find alternative accommodation.

6. Renters can submit their own application or be supported to do so by a Housing Support Worker. They do not need approval from the HHS Manager in order to proceed with an application for transfer.

Victoria – apply to the Victorian Housing Registry

Tasmania - apply to Housing Connect – Front Door

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 renter 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, 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. **Victoria only** - 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 renters through their units, in order to minimise vacancy periods.
13. If approval is granted for a transfer, the handover process ([Internal Transfers and Handover L_M 5.4](#)) will be followed, to ensure a smooth transition.

Legislation & Standards	National Community Housing Standards (2010)	
Resources	The Department of Families, Fairness and Housing (DFFH) Allocations Manual: Matching Clients with Housing - Housing Size Guidelines	
Related Documents	CSM 3.4 L_M 5.4 TMM 1.1 TMM 1.30	HHS Tas – Referral Pathways Internal Handover Policy Process Wintringham Housing – Vacancies and Nominations Policy Wintringham Housing – Assignment
Authorisation	This policy has been authorised by General Manager Homelessness and Client Support – December 2024	
Review Date	December 2027	

This policy is published on the Wintringham website www.wintringham.org.au