

## 1.0 Tenancy Transfer Policy

### 2.0 Identification Grid

<b>Date first approved:</b> 20/5/2015	<b>Date of effect:</b> 30/04/2019
<b>Date last amended:</b> 30/4/2019	<b>Date of Next Review:</b> 30/4/2021
<b>Policy Owner:</b> GM Keeping Housing	<b>Portfolio:</b> Client Services & Housing Supply
<b>Content Owner (Author):</b> GM Keeping Housing	

### 3.0 Purpose

This policy outlines Launch Housing's approach to applications from tenants to transfer from their current housing to an alternative social housing property.

### 4.0 Definitions

DHHS	Department of Health and Human Services
RTA	Residential Tenancies Act 1997
VHR	The Victorian Housing Register, the state-wide common application for people seeking public housing and community housing

### 5.0 Policy Details

#### 5.1 Scope

This policy applies to tenants in Launch Housing's long-term housing when:

- A tenant has made a transfer application in the VHR, or
- Launch Housing has determined that a priority transfer application is required for one or more of the reasons listed in Policy Principles 5.2.

#### 5.2 Policy Principles

5.2.1 Tenants can submit an application to the VHR for a priority transfer. When assistance is required to complete the application, it can be undertaken either by a designated service provider or a VHR registered agency.

5.2.2 Launch Housing can consider undertaking a priority transfer application on behalf of a tenant under one or more of the following circumstances:

- Safety Concerns – for example family violence, anti-social behaviour by neighbours, threats to safety in a rooming house or the potential for an ex-prisoner to re-offend due to the location of the property.
- Manifestly Unsuitable Housing – for example, the need for major disability modifications, ground floor access only required, housing too small for the family size.
- Uninhabitable Housing – due to fire, flood, vandalism or similar.
- Family Reunification – for tenants who need a larger property due to a Children's Court order.
- Stock Utilisation – when a family size changes and a smaller property is required.
- Property redevelopment – for example, a property upgrade.

- vii. End of Head Lease - when a head lease is due to expire and the lease cannot be renewed.

## 6.0 Responsibilities

General Manager Keeping Housing & General Manager Housing Supply	<ul style="list-style-type: none"> <li>• Ensure the policy is updated as per the regular policy review cycle or if there are changes to the compliance environment.</li> </ul>
Tenancy Manager	<ul style="list-style-type: none"> <li>• Ensure tenant transfer applications are handled fairly and appropriately.</li> </ul>
Co-ordinator	<ul style="list-style-type: none"> <li>• Monitor the implementation of this policy.</li> </ul>

## 7.0 Relevant Legislation & External Documents:

- DHHS, Priority Transfer Operational Guidelines
- Housing Act 1983 (Vic)
- Residential Tenancies Act 1997
- Performance against Performance Standards for Registered Housing Agencies

## 8.0 Supporting Documents & Implementation Tools

- Launch Housing Allocation of Long Term Property Policy
- Launch Housing Eligibility for Long Term Housing Policy
- Launch Housing Rent Policy
- Launch Housing End of Tenancy Policy
- Launch Housing Tenant / Client Complaints and Appeals Policy