

## 1.0 Launch Housing Tenancy Transfer Policy

### 2.0 Identification Grid

<b>Date first approved:</b> 20/5/2015	<b>Date of effect:</b> 29 March 2021
<b>Date last amended:</b> 29 March 2021	<b>Date of Next Review:</b> 29 March 2023
<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 renters 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 renters in Launch Housing's long-term housing when:

- A renter 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 Renters 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 renter 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 renters 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.

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- vi. 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	Ensure the policy is updated as per the regular policy review cycle or if there are changes to the compliance environment.
Tenancy Manager	Ensure renter transfer applications are handled fairly and appropriately.
Co-ordinator	Monitor the implementation of this policy.

## 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 Renter / Client Complaints and Appeals Policy

## 9.0 Version Control

Version Control	Date Effective	Date last amended	Amendment
V1.0	20/05/2015		Version 1 – approved CEO
V2.0	30/4/2019	30/4/2019	Amended to bring in-line with VHR and Housing Registrar compliance
V3.0	29/3/2021	29/3/2021	Updated terminology as per RTA changes