

HOUSING TRANSFERS

TMM 1.7

Purpose & Scope:

To outline the process of housing transfers in Wintringham's Housing.

Responsibility:

The General Manager Operations or delegate is responsible for managing the process of a resident's transfer.

Tenancy Manager is responsible for coordinating all tenancy matters relating to a resident's transfer.

Policy:

- The following may be considered reasonable grounds for a resident to request a transfer:
 - Health & medical
 - Disability access
 - Disability modifications not possible
 - Group Living Issues that are unresolvable
- Where possible, Wintringham Housing aims to meet the housing requests of clients with special needs or disabilities.
- Current residents requiring or requesting a housing transfer will be assessed and prioritised in accordance with TMM 1.1 Overview – Applications for Housing.
- Resident transfers will only be arranged in accordance with TMM 1.1 Overview – Applications for Housing and the following procedure.
- All transfers requested by residents will be arranged at the resident's own expense unless authorised by the General Manager Operations or delegate.

Procedure:

1. If a resident requests to transfer from living in one housing property into another, the Tenancy Manager or delegate will refer them to their Housing Support Worker who will explore all other strategies prior to advocating relocation.
2. As vacancies are limited, any request to change housing may need to be accompanied with evidence from a medical practitioner and/or allied health specialist eg. Occupational therapist, physiotherapist, counsellor etc.



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3. If a resident's current housing is assessed by staff as inappropriate or causing serious detriment to health or wellbeing, the HGM will authorise the resident to be placed on the Housing Register for a housing transfer.
4. If a resident has previously refused an offer to transfer and asks to be considered for a subsequent transfer, Wintringham Housing will request the resident to once again provide evidence to support the request.
5. Once a resident has been approved for a transfer and about to move, he/she must leave their unit in its original condition eg. Clean and ready to be re-tenanted. If the resident is not able to prepare the unit themselves, they will be required to cover the costs of professional cleaning as arranged by Wintringham Housing.
6. Any residents approved for a transfer and waiting to move into a new property will be asked by staff for permission to show prospective tenants through their units in order to minimise vacancy periods.

References:

National Community Housing Standards (2010)
Department of Human Services Allocations Manual 2012
Relocating Checklist
Proforma Letter for Transfer Request

