

Purpose

This policy explains how Hume Community Housing manages requests for transfers, the types of transfers that can occur and the eligibility criteria.

Scope

This policy applies to all social housing tenancies managed by Hume Community Housing (we, our and us), except for affordable housing, SDA (Specialist Disability Accommodation) and Transitional Housing.

Policy Statement

We are committed to ensuring customers have access to properties that meet their needs and are appropriate for sustainable tenancies.

We will adopt a fair and transparent approach to assessing requests for transfers. Customers should note that we are limited by the availability of suitable properties, and it may be some time before a transfer can be completed.

Transfers will be managed using this policy and/or Housing Pathways policies and processes.

Customers should also be paying off any debts accrued with social housing providers and be acting in accordance with the [Responsible Conduct Policy](#).

A transfer is when we approve or request a customer to relocate into another property that meets their current household needs.

There are two types of transfers: a Customer Transfer and a Management Transfer:

- A Hume Customer Transfer is any transfer that the customer initiates
- A Management Transfer is any transfer that we initiate

Hume Customer Transfers

Any customer where their existing property or location is no longer suitable can apply for a transfer to another. Customers must be able to:

- Show that their circumstances have changed and that their current accommodation is no longer suitable
- Show that moving will resolve or improve their current situation
- Provide documentation to evidence to support their transfer application

When a customer applies for a transfer, they must:

- meet social housing eligibility criteria including the ability to sustain a tenancy without support or with appropriate support in place
- be able to show that their circumstances have changed and that their current property or location is no longer suitable for their housing needs, and
- be able to meet the transfer assessment criteria for one of the following grounds:
 - o 'At risk'
 - o To meet the needs of a child to return from out-of-home care, or to help prevent children from entering out-of-home care
 - o Medical condition and/or disability
 - o Serious and ongoing harassment
 - o Employment
 - o Compassionate grounds
 - o Severe overcrowding
 - o Family breakdown/separation
 - o Tenancy re-instatement
 - o Moderate overcrowding
- provide the required documentation or evidence to support their application.

Customers wishing a transfer should submit an application to transfer through the Housing Pathways system in the first instance. See **Social Housing Eligibility and Allocation Policy**.

In circumstances where a social housing customer meets the transfer assessment criteria on more than one of the above grounds, approval will be given on the principal ground at the time of assessment.

Customers will not be considered for a Customer Transfer if they are in breach of their tenancy agreement this includes reasons such as:

- A Customer who has a Specific Performance Order issued by the Tribunal (NCAT) regarding a breach of tenancy. Hume will suspend any live application and they will not be considered for a transfer until the reason for the SPO has been resolved or the SPO has expired.
- Hume will not make an offer of housing to a customer who has a debt with us until the debt is paid in full or the customer has demonstrated consistent effort to repay the debt, or it is under \$500.
- If a property care issue has been identified, we will not make an offer for housing until the property care issue is resolved and the customer has shown us that they can keep the property in a reasonable state.

If a transfer is approved and there are rent arrears/debt owing at the time of transfer, we will get an order from NCAT at the end of the current tenancy as per our End of Tenancy policy. An application for transfer will be refused if the customer is in breach of their tenancy agreement and we have started action to end the tenancy. If a tenancy has a live or suspended transfer application and their tenancy is ended, we will close their transfer application.

Hume may make exceptions where a customer is in breach of their tenancy but can show an urgent need for transfer and/or is at risk. We may also investigate and offer other assistance that means the person does not need to transfer.

In exceptional circumstances on a case-by-case basis we may approve an application for a transfer from a customer who does not meet the eligibility criteria.

Assessing Customer Transfer Applications

Hume will assess transfer applications using the current Housing Pathways eligibility criteria. We will consider whether modifications to a customer's existing property would allow the customer and their household to remain in the property instead of transferring and in accordance with our modification policy.

If a transfer application is approved, we will list the transfer on the NSW Housing Register as either a priority or wait turn transfer.

Any change in circumstances for a customer will result in reassessment of the application and update their transfer on the NSW Housing Register.

Our standards in responding to transfer applications

Hume will send customers a letter advising them of the outcome of the application assessment. If their application is assessed as high priority, we will advise the customer within 21 days. For general applications, we will tell them within 60 days. If we decline a transfer request, we will inform the customer about their right to appeal.

Where possible a high priority transfer will be reviewed for urgent allocation depending on the level of risk posed to the customer remaining in their current property. This may involve liaising with other social housing providers if Hume does not have a suitable property

Review of Customer transfer applications

We will review transfer applications every 6-12 months to make sure they are still current. As part of the review, we may request up to date information from the approved transfer applicant. We might close a transfer or update the priority of an application based on the updated information.

Management Transfer

Sometimes we need to arrange for a customer to transfer to another home to make sure the properties in our portfolio are used equitably and sustainably. We may commence a management transfer if:

- Under occupied (i.e. the property has at least two bedrooms more than the household's minimum entitlement. Refer to our Occupancy and Allocations policies).
- It must be returned to the landlord (e.g., a property being leased through the private rental market)
- It is being redeveloped, or there are plans to redevelop
- Planned to be sold, or has been sold
- Modified and the occupants do not need a modified property
- No longer suitable based on the property or program type
- Or it poses risk to Customer or household member due to safety concerns and these concerns can be substantiated with supporting documentation e.g., Police report confirming risk

Please note that management transfers may also be listed on the NSW Housing Register.

If we need to end a tenancy for management reasons, we will provide customers with as much notice as possible and work with them to find another suitable property. Formal notice periods are contained in the [Ending a Tenancy Policy](#).

Customers will be entitled to 2 suitable offers of alternative accommodation under a management transfer, and we will try to meet any *reasonable requirements. If the customer declines two reasonable offers of alternative accommodation, we might take action to end the tenancy and the customer will be removed from the management transfer register.

*please note reasonable requirements under management transfers aligns with Pathways criteria for reasonable.

Offers made under Hume’s Management Transfer Process are not counted as Housing Pathways Offers

Management Transfer Waitlist

In order to fairly and transparently manage the customers who are eligible for a management transfer, Hume will take into consideration the length of time a customer has been approved for a management transfer and the priority level as outlined in the table below.

Category	Reason
Priority Level 1	<p>At risk: the customer or a member of the household is at risk due to safety concerns, domestic and family violence, elder abuse, or child abuse. Written confirmation from Police or a Specialist Support Service engaged with the customer is required.</p> <p>Child-related needs: to enable a child to return from out-of-home care or to help prevent children from entering out-of-home care.</p> <p>Property Being Returned to landlord (when leased from private landlord)</p>
Priority Level 2	<p>Serious/ongoing medical condition or disability: the customer or a member of the household has a medical condition or disability which means the current property is no longer suitable. A Medical Assessment Form is required along with evidence to support the application.</p> <p>Severe overcrowding: the property is overcrowded. The number, age and gender of household members is relevant to this application.</p>
Priority Level 3	<p>Under occupancy: the property has more bedrooms than the household needs.</p> <p>Redeveloped, or there are plans to redevelop For Sale/Sold: Plans to be sold, or has been sold</p> <p>Modified and the occupants do not need a modified property</p>

	No longer suitable based on the property or program type
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If Hume request that a customer move from a property that is being redeveloped for social housing, we may ask the customer if they wish to return after the redevelopment is complete if:

- the property meets the housing needs of the customer and any approved household members; and
- the customer is eligible based on the policy or program for that property; and
- it would meet any internal or external contracted business objectives or targets.

Hume will make an assessment based on the above on whether a customer can return on a case-by-case basis, at or before the time the developed property is ready to be allocated.

Handing back the previous property

Transferring customers are responsible for returning their previous property to the condition it was in at the start of that tenancy. Refer to the **End of Tenancy Policy** for more information.

Responsibilities

Role or responsibility	Position or delegation level
Ensuring policy aligns with compliance obligations	Manager, Risk and Compliance
Approving Policy	Executive Manager Housing & Impact
Assessing and approving Applications for Transfer	Manager, Housing & Impact
Implementation	Housing & Impact

Reporting

No additional reporting is required.

Records management

Employees must maintain all records relevant to administering this policy in SDM.

Related Legislation and Documents

[Department of Communities & Justice Social Housing Eligibility Policy](#)

[Department of Communities & Justice Transfer Policy](#)

[Ending a Tenancy Policy](#)

[Social Housing Allocations and Eligibility Policy](#)

[Management Transfer Form](https://www.hac.nsw.gov.au/Management%20Transfer%20Form)
<https://www.hac.nsw.gov.au/>

Feedback and questions

Customers can provide feedback at any time by contacting the Customer Service Centre on 1800 004 300

Decisions made under this policy may be reviewed or appealed in the first instance in accordance with our [Compliments, Complaints & Appeals Policy](#).

Please note:

Decisions related to Customer Transfers will be managed in accordance with you Compliments, Complaints and Appeal policy. Customers will also have the right to contact Housing Appeals Committee if not satisfied once Hume have finalised our first-tier appeal.

Decisions related to Management Transfers cannot be appealed through the Housing Appeals Committee, customers may use our internal complaints and appeals process if they have a concern relating to their management transfer and this will be reviewed in accordance with internal complaints and appeals process including if you disagree with a decision.

Hume employees may provide feedback about this document by emailing feedback@humehousing.com.au

Approval and Review Details

Approval and Review	Details
Approval Authority	Executive Housing & Impact
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