



Policy

Re-Housing (Transfers)

Southern Cross Housing Ltd

Date effective	01/07/2018
Document owner	Head of Retirement Villages and Community Housing
Business unit	Southern Cross Housing Ltd
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Approved by	Ken Pantany
Key words	Re-Housing Transfers

1. Purpose

This policy will outline Southern Cross Housing's (SCH) process for tenants applying for and responding to a request to transfer to another property. SCH will ensure that proceedings are efficient, respectful of tenant rights and fair.

Information regarding transfers will be kept confidential, information will only be shared with other Community Housing providers with the permission of the tenant.

2. Scope

This policy will provide SCH Property Managers with guidance on tenant transfers occurring in Southern Cross Housing (SCH) Community Housing dwellings.

3. Policy Statement

This policy will provide guidance and information to SCH Property Managers on transfers occurring in Southern Cross Housing (SCH) Community Housing properties. It will ensure that all Tenants are given an opportunity to transfer, and be put on the SCH transfer list. Tenants will be assessed against the following criteria:

- a change in the number of people occupying the property
- medical reason
- mobility reason
- dispute
- move near family, services or essential amenities

Property Managers will also facilitate access to other Community Housing organisations and provide assistance to source alternative housing if unable to satisfy a request from current housing stock.

Transfers will only proceed if the valid criteria are satisfied. At all times SCH will endeavor to assist Tenants to maintain their tenancy.

4. Roles & responsibilities

Property Managers: Management of properties within portfolio, both owned and managed properties.

5. Related legislation & standards

Legislation / Standard	
National Community Housing Standards Manual, third edition, May 2010	Standard 1.3 Changing needs of tenants, 1.3.1
Community Housing Allocations Policy (CHAP) - Revised October 2010	14. Transfer Applications
Residential Tenancy Act (WA) 1987	71H

6. Supporting SCH policies, procedures & other documents

Document Title	
SCH Policy Ending Tenancies – Community Housing	
SCH Procedure – Ending Tenancies Community Housing	
SCH Policy – Eligibility and Allocation - Community Housing	
SCH Procedure – Eligibility and Allocation – Community Housing	

7. Feedback

Feedback on this policy must be directed to the Document Owner outlined in the cover of this policy.