

Housing Transfer

Policy

1 Purpose

The purpose of this policy is to outline Southern Cross Housing Ltd.'s policy for tenants applying for and responding to a request to transfer to another property.

2 Scope

This policy applies to SCH staff, volunteers, and tenants.

3 Policy Statement

- 3.1 Southern Cross Housing recognises that the needs of tenants will change over time, and a house may become unsuitable for a household due to a variety of factors and reasons.
- 3.2 To be eligible for a transfer, tenants will be assessed against the following criteria on a case by case, needs basis:
 - a change in the number of people occupying the property.
 - medical reason
 - mobility reason
 - Any neighbour or property disputes
 - move near family, services, or essential amenities.
- 3.3 Housing Officers can also facilitate access to other Community Housing organisations and provide advice and referrals to source alternative housing if SCH staff are unable to satisfy a request from current housing stock.
- 3.4 Transfers will only proceed if the valid criteria are satisfied. At all times SCH will endeavour to assist Tenants to maintain their tenancy within SCH.
- 3.5 On occasion SCH may require tenants to move out of a property due to essential renovations, decommissioning or redevelopment of the property. This housing may only be on a temporary basis while renovations are occurring, or it could be on a permanent basis. This will be communicated to the tenant in writing.
- 3.6 SCH will attempt to rehouse a tenant in a property and location suitable to the tenant. If the tenant declines 2 property offers, Southern Cross Housing will refer the tenant to the Department and other Community Housing Organisations to assist them with finding suitable alternate accommodation.
- 3.7 Where the housing transfer is not voluntarily sought, and is enforced by Southern Cross Housing, staff will assist the tenants with sourcing removalists, as required.
- 3.8 All approval of transfer requests is at managerial discretion.

4 Roles and Responsibilities

Role	Responsible for:
Executive Management Committee	Endorse and ensures compliance with this policy Be familiar with legislative requirements of this policy

Role	Responsible for:
General Manager/Executive managers/Head of Department	<p>Oversee compliance with this policy</p> <p>Support staff competence and compliance with this policy and ensures staff receive appropriate training and supervision to comply with this policy</p> <p>Report on collated information regarding policy scope and key performance indicators, to ensure operational decision making is informed by outcomes and this policy</p> <p>Support the review of this policy</p>
Manager, Co-ordinators/Team Leaders	<p>Manage and monitor compliance with this policy and facilitate access for staff to receive appropriate training, and supervision to comply with this policy</p> <p>Collate and escalate reported information as required</p> <p>Ensure operational decision making is informed by this policy</p>
Staff	<p>Comply with this policy</p> <p>Maintain knowledge of the current practices in relation to the subject of this policy, as applicable to their role</p> <p>Report any incidents as per organisational policy</p> <p>Participate in regular practice supervision</p>

5 Legislation and Supporting Documents

5.1 Legislation and Standards

- National Community Housing Standards Manual
- Community Housing Allocations Policy (CHAP) -
- Residential Tenancy Act (WA) 1987 71H

5.2 Related SCCWA Policy and Procedures

- SCH Policy Ending Tenancies – Community Housing
- SCH Policy Eligibility and Allocation - Community Housing

6 Definitions

Term	Meaning for the purposes of this policy document
SCH	Southern Cross Housing Ltd.

7 Document Control

Rev	Owner	Sections Modified	Date Reviewed	Next Review Date
1.0	General Manager Retirement Villages and Community Housing	First release	01/07/2018	01/07/2021
2.0	General Manager Retirement Villages and Community Housing	Full document review	20/6/23	20/6/24
3.0	Southern Cross Housing	Full Document Review	09/01/2024	31/01/2025
4.0	Chief Property Officer	Full Document Review	31/01/2025	31/01/2028