

*As a values led organisation Hume Community Housing is committed to referencing any policy decision against our values.*

**Hume's values are:**

- Determined to succeed
- Creators of connectivity
- Builders of resilience
- Champions of change

## PURPOSE

The aim of this policy is to:

- Provide clear guidelines on how Hume manages transfer applications for social housing customers
- Ensure open and transparent Management Transfer Process
- Ensure the allocation process reflects relevant legislation and guiding state and federal program policies

## SCOPE

This policy aligns with the Housing Pathways Transfer Policy.

Applies to all customer who are part of our General Social Housing program.

Customers in our Affordable Housing program are not entitled to transfer.

## POLICY

Hume is committed to ensuring a property meets **the customer's needs to prevent future barriers to sustainable tenancies.**

If the property, no longer meets their current needs customers of Hume can lodge an Application for a Transfer.

Where a social housing customer requests a transfer, common eligibility criteria applies, although the customer can choose:

- only to be housed by their existing social housing provider, or to be housed by a different social housing provider

## APPLICATION PROCESS

A customer who wishes to apply for a transfer must complete the following forms:

- A Housing Pathways Application for Housing Assistance form (completion and assessment of this form ensures the customer is still eligible for social housing)
- Transfer Supplement form
- Medical Assessment form(s) as required
- Evidence to support the application

## ELIGIBILITY FOR A TRANSFER

A customer applying for a transfer must:

- Be eligible for Social Housing at the time of application and when an offer is made
- If there are no significant concerns about the conduct of their tenancy to date e.g. anti-social behaviour
- Have lived at their current property for at least 12 months

## OFFERS

Customers are entitled to two reasonable offers of alternative housing.

## TENANCY DEBTS

In general, customers will not be permitted to transfer if they have rent arrears or other debts.

A social housing provider will not make an offer of alternative housing until the customers current tenancy accounts are up to date, or, if the customer owes money from former tenancies, they have completely repaid the debt.

Exceptions may apply if the customers household can demonstrate an urgent need for transfer.

<b>Policy Name:</b>	P – Transfers	<b>Version:</b>	002
<b>T.V Consultation Required</b>	Yes	<b>Effective Date:</b>	19 <sup>th</sup> September 2019
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## EXCEPTIONS

In exceptional circumstances a customer may be able to demonstrate an urgent need for a transfer even though the above eligibility criteria have not been fully met. Exceptions will be considered on a case by case basis.

## REASONS FOR A TRANSFER

You must be able to demonstrate one of the following to be eligible for a transfer:

### RISK

You must clearly establish that you, or a member of your household, are at risk if you remain in your current home or location, because of domestic violence, abuse of older people or child abuse.

If a customer is prohibited from having access to a social housing property under a Final Apprehended Violence Order (excluding an interim AVO), they can submit an application to the NSW Civil and Administrative Tribunal under Section 79 of the Residential Tenancies Act 2010 to have the tenancy transferred to them, provided they are eligible for social housing

### UNDER OCCUPANCY

You are living in a home with more bedrooms than you need.

### MEDICAL CONDITION OR DISABILITY

You must be able to demonstrate that your current home or location no longer meets your households needs and that moving will help you manage a medical condition or disability.

### FAMILY BREAKDOWN OR SEPARATION

If there is a serious breakdown in the household relationship, we may consider providing separate housing for the customer that has left the property.

A serious breakdown in a household relationship includes:

- separation or divorce between a customer and spouse or de facto partner
- irreconcilable problems between:
  - a customer and their child or children
  - a customer and their parent or parents

Information must be provided by the person who needs rehousing around current income, relationships status, eligibility for social housing and proof that they were a household member on a continuous basis for a minimum 2 years.

### HARRASSMENT

If you are being subjected to:

- Verbal abuse;
- Threats;
- Intimidation
- Personal vilification i.e. an act/ series of actions which incite hatred, serious contempt or severe ridicule toward a person because of their age, race, nationality, ethnicity, religion, country of origin, or sexuality
- Property damage

Applications for transfer must show that you have attempted to resolve the situation and demonstrate that the harassment is having a serious effect on you or a member of your household. Evidence needs to be provided from the police, Community Justice Centre or other support agencies.

### SEVERE OVERCROWDING

A transfer may be approved if your home is overcrowded due to the number, age and gender of household member. Refer to POLICY: Social Allocations for further information.

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## MODERATE OVERCROWDING

Moderate overcrowding is due to an increase in household size where there are less bedrooms than you would be entitled to.

Please see POLICY: Social Allocations

## EMPLOYMENT

If you or your partner obtain employment in a location that is impractical to travel to, a request for transfer may be approved.

## CHILD CARE

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

## COMPASSIONATE REASONS

A need to move closer to support networks or special facilities. Approval can also be granted if you need to move to support someone else.

## TENANCY RESINSTATEMENT

To be eligible for tenancy reinstatement, you must meet social housing eligibility criteria, priority transfer eligibility criteria and provide supporting documents.

You need to make an application for re-instatement within six months of vacating your tenancy due to reasons such as incarceration, long term care or domestic violence.

If you are in custody for no longer than three years, you can also apply within six months of your release from custody.

## WAIT TURN OR PRIORITY TRANSFER

If you are eligible for a transfer, you will be approved for either a wait-turn or a priority transfer.

If you are eligible for a wait turn transfer, your name will be added to the NSW Housing Register.

The waiting time will depend on the reason you are seeking transfer and the number of suitable properties that become vacant in the required location.

If you are eligible for a Priority transfer, you have demonstrated a serious need due to one or more of the following:

- You are at risk
- Under-occupancy
- Medical condition and/or disability
- Serious and ongoing harassment
- Employment
- Compassionate grounds
- Severe overcrowding
- Family breakdown/separation
- Tenancy re-instatement.

## APPLICATION REVIEWS

To make sure that the transfer application continues to reflect the customers current situation we will review the application for Priority Approvals:

- Every six months
- When new information from either the customer or a social housing provider prompts a review.

Following a review, a **customer's** application status could be changed or closed if they no longer meet the eligibility criteria.

## MANAGEMENT TRANSFERS

Hume may choose to prioritise Hume Customer transfers over transfers from other housing providers in the same category. Management transfers are approved in accordance with the Hume Transfer Policy and are outside of the NSW Housing Register.

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Hume may approve a Management Transfer in the following circumstances:

- Under occupancy
- Severe overcrowding
- When Hume leases the property from the private market and the landlord terminates the lease
- The property is to be sold or redeveloped
- Urgent relocation needs due to serious risk to your safety
- Portfolio management purposes
- Property configuration is no longer suitable for the customer e.g. the property is designated as a Seniors Housing Property or is a Disability modified property.
- Tenancy management issues
- Location of property has become significantly disadvantageous to the customer and can be evidenced (e.g. hindering a customer's ability to reunify with family, or secure employment)
- Customer requires transfer to be closer ongoing physical and/ or mental health support

Management transfers can still be undertaken if the customer has been approved for a transfer under Housing Pathways or has been approved for succession and the property is unsuitable.

## MUTUAL EXCHANGE

Customers can apply for a Mutual Exchange of homes with other social housing eligible customers.

Where two households identify an interest in one another's properties for the purpose of mutual exchange, the customers of both households are required to complete separate Mutual Exchange Application forms.

The Housing Options Team will also assess the customers eligibility and review their history and check for:

- any rental or other debts
- any allegations of damage to the property which the customer has not paid for
- any allegations against the customer for nuisance and annoyance or disturbance to other tenants

Hume's Assets Team will undertake an inspection of each property and advise what if any works are required. An exchange will not be allowed if identified works are outstanding.

## HOUSING OPTIONS

Hume will always offer a housing options service to those who need advice or housing.

## COMPLAINTS AND APPEALS

Information on our complaints and appeals process is available online at [humehousing.com.au](http://humehousing.com.au) or through our offices if you feel there are grounds to dispute a decision.

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## TRANSLATION AND INTERPRETING SERVICE

English	Arabic
If you need an interpreter to assist with this policy, please call the Translating and Interpreting Service (TIS National) for free on 131 450. Ask them to call Hume Community Housing on 02 9722 4300.	إذا كنت بحاجة إلى مترجم للمساعدة في فهم هذه السياسة، فيرجى الاتصال بخدمة الترجمة التحريرية والشفوية (TIS National) مجاناً على الرقم 131 450. واطلب منهم الاتصال بـ Hume Community Housing على الرقم 02 9722 4300.
Chinese	Vietnamese
如果您需要口译员协助翻译本政策，请拨打口译服务（TIS National）的免费电话 131 450。请口译员致电 02 9722 4300 联系 Hume 社区住房。	Nếu quý vị cần một thông dịch viên để hỗ trợ về chính sách này, vui lòng gọi đến Dịch vụ Thông dịch và Phiên dịch (TIS National) miễn phí theo số 131 450. Yêu cầu họ gọi cho Công ty Nhà ở Cộng đồng Hume (Hume Community Housing) theo số 02 9722 4300.
English	Assyrian
Si necesita la ayuda de un intérprete para entender esta política, contacte con el Translating and Interpreting Service o Servicio de Traducción e Interpretación (TIS National) llamando gratuitamente al 131 450. Pídale que llamen a Hume Community Housing al número 02 9722 4300.	<p>                     ܟܝ ܫܝܡܠܗܘܢ ܠܨܝܗ ܗܘܢܐ ܟܝܢܟ                      ܠܘܚܘܬܗܘܢ ܗܝܚܘܬܗܘܢ ܕܝܗܘܢ ܕܡܢ ܗܝܚܘܬܗܘܢ                      ܕܗܝܚܘܬܗܘܢ، ܟܝ ܗܝܚܘܬܗܘܢ ܠܗܘܢ ܡܢ ܗܝܚܘܬܗܘܢ                      ܕܗܝܚܘܬܗܘܢ ܕܗܝܚܘܬܗܘܢ ܕܗܝܚܘܬܗܘܢ                      Translating and Interpreting                      (Service (TIS National)                      ܟܝܢܟ 131 450. ܟܝܢܟ ܡܢ ܗܝܚܘܬܗܘܢ ܗܝܚܘܬܗܘܢ                      ܕܗܝܚܘܬܗܘܢ ܕܗܝܚܘܬܗܘܢ ܕܗܝܚܘܬܗܘܢ                      ܕܗܝܚܘܬܗܘܢ ܕܗܝܚܘܬܗܘܢ ܕܗܝܚܘܬܗܘܢ                      Hume Community ) ܗܝܚܘܬܗܘܢ ܕܗܝܚܘܬܗܘܢ                      02 9722 4300 ܟܝܢܟ ܗܝܚܘܬܗܘܢ ܕܗܝܚܘܬܗܘܢ ܕܗܝܚܘܬܗܘܢ                 </p>

If you are deaf or have a hearing or speech impairment, please contact the National Relay Service (NRS) on:

TTY: 133 677

Then ask for 133 464 Voice: 1300 555 727

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SUMMARY OF CHANGES

Version Number	Date of Issue	Summary of Changes
001	12 <sup>th</sup> November 2012	Initial Issue
002	19 <sup>th</sup> September 2019	Primary Changes: <ul style="list-style-type: none"> <li>- Hume Values Statement Added</li> <li>- Layout Reformatted into an 'Easy Read' format</li> <li>- Policy and Procedure Separated</li> <li>- Complaints and Appeals section added</li> <li>- Translation and TTY detail added</li> </ul>

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