



# National Affordable Housing Consortium Victoria

## Tenant Transfer policy

### Policy Statement

Approach to tenant transfers – guiding principles

NAHCV establishes tenant transfer guidelines for long-term social housing to fulfil its social mission.

### Purpose

This policy establishes the approach of NAHCV to detail the arrangements for transfer by tenants of National Affordable Housing Consortium – Victoria (NAHCV)

### Scope

This policy applies to all long-term Targeted and Non-Targeted Social Housing properties owned or managed by NAHCV.

### Eligibility for a transfer

NAHCV is a participating registered agency of the Victorian Housing Register (VHR) Tenants may be able to apply for a transfer to another social housing property if:

- Their household situation changes
- Their home is not suitable to their needs anymore

Tenants must meet the eligibility criteria determined by the Department of Health and Human Services (DHHS) Eligibility Criteria Operational Guidelines, including income and asset eligibility criteria.

Tenants of NAHCV may also be able to apply for a priority transfer on the VHR if they have an urgent housing need. An urgent housing need may include:

- Safety issues
- Manifestly unsuitable housing
- Uninhabitable housing
- Family re-unification
- Stock utilisation
- Move out of a property and move back for redevelopments

Social housing tenants who are eligible for the Priority Transfers category are people who:

- meet the eligibility criteria including the transfer income and asset eligibility criteria
- meet the eligibility criteria for one of the Priority Transfer reasons.

### Applying for a Transfer

Tenants who wish to transfer must complete a VHR transfer application and provide supporting evidence. This can be completed online using a myGov account or at a DHHS office. NAHCV do not assess transfer applications however we can assist tenants to access a transfer application.

Tenants who have been approved for a transfer on the VHR may be offered properties from NAHCV, DHHS or other participating community housing organisations depending on their preference in their application

### Managing Transfers

NAHCV may initiate the transfer of a tenant for management purposes, Reasons could include:

- Sale or redevelopment of a property
- The property is not owned by NAHCV and the lease with the private landlord has been terminated



- The property has been targeted to a specific tenant group and the current occupants do not meet this group (for example, over 55 or people with a disability)
- The property has specific features for people with a disability and they are no longer required by the tenant living in the property
- The property requires significant upgrades and the property is required to be vacant for several weeks for the works to be carried out
- In order to address a serious or ongoing tenancy management issue
- The property is being underutilised, for example a single person living in a three-bedroom property

In these circumstances, NAHCV will work with the tenant to initiate a transfer on the VHR.

#### Human Rights Considerations

In deciding what action to take, NAHCV employees must give proper consideration to the relevant human rights in accordance with the Charter of Human Rights and Responsibilities Act 2006 s38(1) (the Charter). This consideration should include the potential impact the proposed action they are undertaking through this policy may have on the person's (and their household's) rights under the Charter.

#### Transparency and Accessibility

This procedure will be available on the NAHCV website [www.nahc.org.au/NAHCV](http://www.nahc.org.au/NAHCV)

NAHCV may from time to time implement changes to this policy. The revised policy will apply to all tenancies on and from the date of the change. All tenants will be advised in writing of the changes and if/how it will affect their tenancy.

#### Relevant Legislation

- Housing Act 1983 (Vic)
- Residential Tenancies Act 1997 (Vic)
- Charter of Human Rights and Responsibilities 2006 (Vic)
- Victorian Housing Registrar Performance Standard 1 (Tenant and housing services)
- Guidelines for Registered Housing Agencies published by DHHS

#### Related Policies and Procedures

- NAHCV Rent setting and Rental subsidy procedure
- NAHCV Allocations Policy
- Starting a Tenancy Policy
- Tenancy Succession Policy
- Ending a Tenancy Policy

### FOR INTERNAL USE ONLY

Policy Approval and Review Details		
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