

Resident Transfer Policy

Policy Statement

NAHV establishes resident transfer guidelines for long-term social housing to fulfil its social mission.

Purpose

This policy establishes the approach of NAHV to detail the arrangements for transfer by residents of National Affordable Housing– Victoria (NAHV)

Scope

This policy applies to all long-term Social Housing properties owned or managed by NAHV.

Eligibility for a transfer

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

- Their household situation changes
- Their home is not suitable anymore
- Their employment changes and they need to move a long way from where they are now.

Residents must meet the eligibility criteria determined by the Department of Families, Fairness and Housing (DFFH) Eligibility Criteria Operational Guidelines, including income and asset eligibility criteria.

Residents of NAHV 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:

1. Safety issues
2. Manifestly unsuitable housing
3. Uninhabitable housing
4. Family re-unification
5. Stock utilisation
6. Move out of a property and move back for redevelopments.

Refer to <https://housing.vic.gov.au/transfer-another-property#who-can-get-a-transfer>.

Social housing residents 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

Residents 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 DFFH office. NAHV do not assess transfer applications however we can assist residents to access a transfer application.

Residents who have been approved for a transfer on the VHR may be offered properties from NAHV, DFFH or other participating community housing organisations depending on their preference in their application.

Unless the residents home is no longer suitable to the needs of the household, NAHV will not internally transfer households within an NAHV apartment complex.

Human Rights Considerations

In deciding what action to take, NAHV 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 NAHV website www.nahc.org.au/NAHCV

NAHC 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.

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 (Resident and housing services)
- Operational Guidelines for Registered Housing Agencies published by DFFH

Related Policies and Procedures

- NAHV Allocations Policy
- Tenancy Succession Policy
- Ending a Tenancy Policy

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Policy Approval and Review Details

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