

## Transfer Policy

### Purpose

The purpose of this policy is to detail the arrangements for transfers by tenants of HousingFirst.

### Scope

This policy applies to tenants who live in properties owned and/or managed by HousingFirst.

### Policy Statement

#### Eligibility for a transfer

HousingFirst 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 of HousingFirst 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:

- family violence or threats to safety
- medical or health reasons
- over occupancy

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. Eligibility criteria is available on the [Victorian Housing Register website](#).

#### 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. HousingFirst 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 HousingFirst, DHHS or other participating community housing organisations depending on their preference in their application.

#### Management transfers

HousingFirst 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 HousingFirst 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 disability)
- the property has specific features for people with 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 work 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, HousingFirst will work with the tenant to initiate a transfer on the VHR.

## Related information

- HousingFirst Allocations Policy
- HousingFirst Succession of Tenancy Policy
- HousingFirst Significant Links Policy
- Housing Act 1983 (Vic)
- Victorian Housing Registrar Performance Standard 1 (Tenant and housing services)
- DHHS Victorian Housing Register Operational Guidelines

## Transparency and accessibility

This policy will be available at [www.housingfirst.org.au](http://www.housingfirst.org.au)

## Version control

<b>Version</b>	1	<b>Review frequency</b>	24 months
<b>Date</b>	May 2019	<b>Next review</b>	May 2021