



Single Transfer Policy

Policy Intent

Housing Tasmania recognises that tenants' needs may change over time and in some circumstances it may be appropriate to transfer a household to another property better suited to their needs.

Transfer applicants who wish to change locations, where there are no other changes in circumstances from the time of initial allocation, will not be eligible.

All tenants have the right to test their eligibility for transfer.

Eligibility

Public housing transfers target those tenants who are unable to solve their current housing problem within their own resources and who have satisfactorily maintained their current public rental property.

Tenants requesting transfer must have a satisfactory tenant and rent payment history and demonstrate continued eligibility for Public Housing for the following criteria:

- Residential status;
- Age;
- Income;
- Financial assets;
- Ownership of residential premises; and
- Ownership of land;

Housing Tasmania assesses eligibility against these criteria on the basis of information provided by tenant/s on their "Application for Transfer" and additional supporting documentation. Tenants are ineligible for transfer if they fail to meet any one of these eligibility criteria or if they fail to provide the documentation required to support any one of these eligibility criteria.

Applicants are also assessed against the below additional criteria:

- Current and prior debt (of any household member);
- Tenancy History; and,
- Legal Process.

Transfer applicants who are unable to satisfy Public Housing eligibility and additional criteria can remain in their current tenancy or discuss private market alternatives with Tenancy Officers, Team Leaders and Access and Support Planning Officers.



Transfer from Aboriginal Housing to general Public Housing Stock

Tenants in the Aboriginal Rental Housing Program who apply for a transfer into general public housing are to be assessed against the Single Transfer eligibility and needs assessment criteria. Problems arising from allocation procedures within the Aboriginal Housing Program do not constitute grounds or priority for transfer into general public housing.

Current and Prior Debt (of any household member)

Where a tenant or an additional household member has a current rental account in arrears, debt relating to a previous tenancy or any other amount owing to Housing Tasmania, 100% of the debt is to be paid before their housing need is assessed against the transfer criteria.

The exception to this may occur where the tenant or additional household member has an agreed arrangement to pay and has upheld that arrangement. The arrangement must continue to be upheld at the point of offer and after transfer until the debt has been repaid in full.

Tenants applying for Transfer on the grounds of Family Violence will have an assessment conducted regardless of any outstanding charges.

Tenancy History

Tenants must have a satisfactory tenancy history to be eligible for a transfer. Tenants should not be continually penalised for indiscretions, therefore, a study of the last two years of a tenancy should be adequate to determine tenancy history.

A tenant will be considered to have an unsatisfactory tenancy history where there are repeated, substantiated episodes of anti-social behaviour or repeated documented breaches of the tenancy agreement which may include:

- Abatement notices;
- False or misleading information on review or Household Income Statement;
- Rent arrears;
- Failure to maintain the property;
- Malicious behaviour; or
- Notice to Vacate.

Legal Process

Tenants are not eligible for transfer where legal action concerning their tenancy has commenced, they have been listed for action, or where there is a substantial record of anti-social behaviour by the tenant.



Coordination Planning

Public Housing Tenants may be invited to participate in Coordination Planning prior to transfer to enable support to be in place to minimise tenancies failing.

Assessment of Housing Need

Once eligibility is established, each transfer applicant's housing need is assessed against the housing related factors of

- Adequacy;
- Appropriateness; and,
- Exceptional Need.

Tenants may only be assessed for a transfer if they have grounds for a transfer based on the above. Tenants may be refused an assessment if suitable and reasonable grounds cannot be established.

After the assessment, applicants are placed in either Category 1 or Category 2, depending on their current circumstances.

There may be times where an applicant is assessed as Exceptional Need, these applicants transfers are placed on the top of the waiting list, to be allocated the next available property, suitable to their needs.

Where transfer applicants demonstrate tenancy at risk factors, it may be necessary to implement a coordination plan.

Review

Exceptional Need transfer applicants are reviewed every 13 weeks. Category 1 transfer applicants are reviewed every 26 weeks and Category 2 are reviewed every 52 weeks (12 months).

Transfer applicants will also be reviewed every time a suitable offer of accommodation is declined without acceptable grounds.

When a suitable property becomes available, the pre-allocation process will be undertaken to establish that eligibility, need and location preferences have not changed.

Department Initiated Transfers

In some instances, Housing Tasmania may require that a tenant household transfer to an alternative dwelling. This may occur where significant modifications or renovations to the property are required, or redevelopment of the site is planned.

The approval of Department Initiated Transfers will be dependent on the transfer meeting Departmental objectives, and will reflect sound asset management and/or client service principles.

Where a transfer is approved as a Department Initiated Transfer, Housing Tasmania will:

- Give the tenant an appropriate period of notice (not less than 4 weeks except in cases of emergency);
- Make an offer of agreed suitable alternative accommodation;
- Ensure, wherever possible, that they have similar access to



health, education, transport and employment services.

- Accept the tenant's right to refuse the offer of a particular property (up to three offers);
- Where appropriate and possible, offer the tenant the opportunity of returning to the dwelling; and
- Assist the household in meeting reasonable removal and relocation costs.

Reasonable Costs – Department Initiated Transfers

Reasonable relocation costs may include:

- Telephone re-connection;
- Aurora re-connection;
- Mail re-direction; and/or
- Furniture removal including transit insurance.

Suitable offers

Only offers of suitable properties should be made. A suitable offer is one which meets **all** of the transfer applicants households agreed:

- Bedroom entitlements;
- Requirement for modifications;
- Locational needs; and
- Safety considerations

An offer is considered to be suitable provided Housing Tasmania is aware of the client's circumstances and needs.

If an offer of accommodation does not meet one or more of these specifications, it will not be considered a suitable offer.

Declines

Transfer applicants who unreasonably decline two suitable offers are to have their application cancelled and be advised that a further transfer application will not be accepted for a period of six months. With Departmental Initiated Transfers this does not apply.

The exception to this is when the transfer is approved on the grounds of Family Violence.

Acceptance of an offer

Tenants who accept an offer of appropriate accommodation in any of their stated preferred areas do so on the understanding that they do not have ground for transfer if they do not like the area once they move in.

For further information relating to this policy please email the helpdesk housing.policyhelpdesk@dhhs.tas.gov.au