

H04 Renter & Tenant Transfer

1. Purpose

This policy outlines YWCA National Housing and YWCA Housing's (YWCA) approach to applications from renters/tenants (including rooming house residents) to transfer from their current housing to an alternative YWCA property where there is a genuine need and YWCA can support the provision of a suitable housing solution.

2. Scope

This policy applies to tenants in YWCA housing or rooming house accommodation programs when:

- A renter/tenant or resident has made a written transfer request.
- The request can be submitted via email, post or in-person.

3. Policy Statement

YWCA is committed to providing housing that is suitable and meets the needs of our renters/tenants. YWCA can consider a tenancy transfer to another YWCA property where one or more of the following circumstances has occurred:

- Safety Concerns – for example family violence, anti-social behaviour by neighbours, threats to personal safety in the property.
- Unsuitable Housing – for example, the need for major disability modifications, mobility needs and/or level access only required, housing too small for the household size.
- Uninhabitable Housing – due to fire, flood, vandalism or similar.
- Family Reunification – for tenants who need a larger property due to a Children's Court Order.
- Stock Utilisation – when household needs change and a smaller property is suitable.
- End of Head Lease - when a head lease is due to expire, and the lease cannot be renewed.

The transfer cannot be in contradiction to any of the requirements specified in the relevant housing program they are seeking to transfer into.

4. Eligibility, Transfer Criteria and Responsibilities

Where a renter/tenant or resident has genuine need for a property transfer, YWCA will support them to make a written transfer request. YWCA will ensure renters/tenants understand the obligations and responsibilities expected of them for this process to occur (such as removalist costs, vacate cleaning requirements for the property they are leaving, ensuring they are contactable, etc).

Renters/Tenants are responsible for all costs associated with a property transfer, including but not limited to:

- Two weeks assessed rent for the new accommodation being for rent in advance
- Any established renter/tenant cost or non-rent related debt incurred from the previous property from which they have transferred (outstanding service charges, property damages, etc)
- Any charges associated with vacating their existing property (vacate cleaning, rubbish removal, etc)
- Payment of any outstanding and final water consumption costs
- Removal and relocation of furniture and personal belongings
- Service connection fees from the previous to the new property
- Payment of bond for new accommodation where no bond has previously been held and/or cannot be transferred and/or there is a difference in the amount of the new bond to the previous bond paid

To qualify for a transfer, a renter/tenant must have had no substantial breaches of tenancy for at least one year. The renter/tenant must be the primary renter/tenant of a YWCA owned or managed property. A substantial breach of tenancy includes the following:

- Rental arrears debt more than 14 days whereby no payment plan is in place
- Non-rent debt more than \$200.00 (being for expenses separate to rent such property damages) whereby no payment plan is in place
- The renter/tenant has been subject to complaints of antisocial or disruptive behaviour that have been validated
- The renter/tenant has been breached for unacceptable property standards and/or property damages that have not been rectified and where the renter/tenant has been appropriately informed of the issue and provided with an opportunity to fix it

If the debt is a result of family violence the renter/tenant does not need to pay the debt in full, supporting evidence such as a letter from a support worker may be requested. The National Team Leader may approve allocation of housing in exceptional circumstances if the applicant has entered into a repayment agreement for their outstanding renter debt

5. Approval and Allocation of Tenancy Transfers

YWCA will assess and prioritise transfer requests based on renter/tenant urgency and need, and the availability of suitable housing at any given time. YWCA will always strive to do our best to accommodate and meet the needs of our renters/tenants and will ensure that requests are assessed using quality internal needs assessment tools.

Renters/Tenants will be notified in writing of the outcome of their transfer request. Approved requests will be placed on to an internal waitlist and allocated in accordance with our allocation principles and any associated housing program guidelines.

If a renter/tenant vacates their existing property prior to a transfer being allocated and effected, the request will be deemed withdrawn. If they require housing in the future through YWCA, they will be required to undertake the same process and meet the same criteria as any other prospective applicant seeking housing assistance.

6. Complaints, Feedback and Appeal of decisions

YWCA has an effective and appropriate response in place to deal with complaints and ensures that accurate information and records of investigations are maintained. YWCA will ensure that privacy principles are followed at

all times and tenant confidentiality is maintained throughout the incident management process.

YWCA welcomes anyone to query any decisions we make and/or ask questions about our work practices. If a customer wishes to provide feedback to YWCA and/or believes a decision made by us is incorrect, they can register their feedback and/or lodge an appeal using the YWCA Feedback and Appeals Policy.

Document Control Data	
Policy Framework	
Responsible Body	Chief Executive Officer
Accountable Officer	General Manager, Community Housing
Application	All employees of YWCA
Supersedes	All previous local policies
Associated documents	YWCA Housing Policies and Procedures YWCA Feedback and Appeals Policy and Procedures YWCA Privacy Policies and Procedures YWCA Customer Service Charter
Legislation, Frameworks, Standards, Codes and Agreements	Housing Assistance Act 1996 (COM) Housing Act 1983 (VIC) Housing Act 2003 (QLD) Housing Regulations 2015 (QLD) Housing Act 1982 (NT) Residential Tenancies Act 1997 (VIC) Residential tenancies & Rooming Accommodation Act 2008 (QLD) Residential Tenancies Act 1999 (NT) National Affordable Housing Agreement Victorian Charter of Human Rights and Responsibilities Act 2006 Queensland Human Rights Act 2019 National Community Housing Standards Department of Human Services Standards (VIC) Consumer Charter for Community Managed Housing and Homelessness Services (VIC) National Community Housing Regulatory Code Victorian Community Housing Regulatory Code State based agreements between YWCA and statutory bodies

Approval and Amendment History
Review period – 2 years

Approval Date	Version	Amendments	Next Review
April 2022	1.0	Superseded Tenancy Transfer Policy	April 2024