

Resident Transfer Policy [H04]

1. Purpose

The purpose of this document is to outline YWCA Australia's (YWCA) approach to applications from YWCA residents to transfer from their current housing to an alternative YWCA property when there is a genuine need and YWCA can provide a suitable housing solution.

2. Scope

This policy applies to YWCA Australia (YWCA) staff responsible for working with YWCA residents and properties.

This document is a national policy covering YWCA Housing and YWCA National Housing. All references to YWCA Housing include both unless specifically stated otherwise. Where state-based variations exist in policies and procedures, these will be identified in this document.

This policy applies to all forms of housing owned and/or managed by YWCA including community and affordable residential rental properties and rooming houses.

Where other YWCA policies also need to be considered, these are identified in this policy and supporting procedures.

3. Definitions

Resident	For brevity, the term 'resident' refers to renters and tenants of rented premises, and residents of rooming houses.
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4. Responsibilities

4.1 Leaders –General Manager Housing Operations

- Assisting housing staff to follow this procedure. Ensuring good management of evidence in the tenancy management system.
- Recommending any changes to this procedure.

4.2 People and Culture

- Incorporating this procedure into staff induction and training.
- Ensuring staff are aware of and have access to this procedure.
- Escalating feedback about this procedure to the document owner/writer.

4.3 Employees – Housing staff and Community Housing Officers

- Informing tenants of their rights and responsibilities in accordance with this document.
- Keeping records of the process in the relevant systems.
- Recommending improvements to this policy and procedure.

5. Policy

YWCA is committed to providing housing that is suitable, meets the needs of our residents and, where possible, supports the resident goals and outcomes in line with the Women's Housing

Framework principles. 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 residents 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.

5.1 Eligibility, Transfer Criteria and Responsibilities

Where a resident 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 property for rent in advance.
- Any established resident 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 property 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 resident must have had no substantial breaches of tenancy for at least one year. The resident must be the primary resident 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 resident has been subject to complaints of antisocial or disruptive behaviour that have been validated
- The resident has been breached for unacceptable property standards and/or property damages that have not been rectified and where the resident 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 resident 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

5.2 Approval and Allocation of Tenancy Transfers

YWCA will assess and prioritise transfer requests based on resident 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 resident 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. Transparency and accessibility

This policy is made available on the YWCA Housing website www.ywcahousing.org.au/policies.

7. Appeals

Staff will inform residents of their right to appeal organisational decisions and to complain about the services of YWCA in accordance with the appeals and complaints process.

8. Record keeping

Staff will maintain all relevant information associated with in the tenancy management system.

Document Data Control

Resident Transfer Policy				
Responsible Body			Director, Development and Housing	
Accountable Officer			General Manager, Housing Operations	
Supersedes			Renter & Tenant Transfer Policy	
Associated documents			Rent Setting and Rent Review Policy Resident Related Damage Recharge Policy Sustaining Tenancies Policy	
Legislation			Housing Act 1983 (VIC) Housing Act 2003 (QLD) Housing Regulations 2015 (QLD) Housing Act 1982 (NT) Residential Tenancies Act 1997 (VIC) Residential Tenancies Regulations 2021 (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 Social Service Standards (VIC) Guidelines for registered housing agencies Performance Standards for Registered Housing Agencies. 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	Effective date	Version	Amendments	Next review
Apr 2022	Apr 2022	1.0	Superseded Tenancy Transfer Policy	Apr 2024
Aug 2024	Aug 2024	1.1	No material changes for WHF. New policy template.	Aug 2026