

Housing Transfer Policy (QLD)

1. Purpose

This policy explains how HOME in PLACE will manage the application process when a tenant applies for a transfer due to a change in circumstances or when HOME in PLACE needs to relocate a tenant for management purposes

2. Scope

This policy applies to all HOME in PLACE Queensland tenancies.

3. Policy Statement

HOME in PLACE is committed to providing social housing appropriate to the needs of tenants and household members. Transfers may occur:

- At the request of a tenant when there is a change in their circumstances;
- At the request of HOME in PLACE for management purposes.

HOME in PLACE will assess applications for transfer in a fair and transparent manner. As part of the assessment process, HOME in PLACE will explore all available options.

Eligibility

Tenants must remain eligible for social housing at the time the application is lodged and at the time an offer of alternate housing is made. Applicants for transfer must meet the following criteria:

- Be an Australian citizen or have permanent residency
- Be a resident in Queensland
- Meet the assets test (property ownership and liquid assets)
- Meet the independent income
- Meet the household income limits

For tenant initiated transfer requests, tenants must also be able to demonstrate why their current property no longer meets their needs by meeting at least one of the following criteria:

- Homelessness
- Location
- Physical amenity
- Formation of new household
- Rent affordability for tenants of affordable housing

Tenant initiated transfer applications

When a tenant wants to transfer to another property they are required to:

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- Complete the transfer application form
- Meet the eligibility criteria
- Show that their circumstances have changed and the current property or location is no longer suitable for their housing needs
- Show that relocating will resolve or improve their current situation
- Provide the required documentation or evidence to support their application

Assessing applications for transfer

HOME in PLACE will assess all tenant applications for transfer fairly and transparently. Applicants must show they meet the essential criteria and HOME in PLACE will also review the current tenancy. If there is debt or other breaches in the current tenancy the application may be declined and the tenant advised they may lodge a fresh transfer application when all breaches have been remedied.

Applications for transfer approved

When an application for transfer is approved, the tenant will be notified in writing. HOME in PLACE will initially try to locate alternative accommodation from their own portfolio, if no suitable property is available, HOME in PLACE will contact other registered community housing provider to ask them to search their portfolios for suitable vacancies. If no suitable property can be located HOME in PLACE will refer the tenant to the department for consideration for placement on the housing register.

Applications for transfer declined

If HOME in PLACE declines the application for transfer, the tenant will be notified in writing and provided with reasons for the decision. Tenants will be advised of the review process if they are dissatisfied with the outcome.

Prioritising applications for tenant initiated transfers

Once the application for transfer has been approved, HOME in PLACE will prioritise the application as follows:

Very high need for transfer

A transfer may be considered 'very high need' where:

- the household is homeless or at risk of homelessness due to domestic violence or abuse/violence from another household member, community member or neighbour; or
- the household demonstrates four of the five appropriateness criteria for transfer (i.e. homelessness, location, physical amenity, formation of new household and/or rent affordability).

High need for transfer

A transfer may be considered 'high need' where:

- the household is homeless or at risk of homelessness due to irreversible family break down or being split between family and friends; or

- the household demonstrates three of the five appropriateness criteria for transfer (i.e. homelessness, location, physical amenity, formation of new household and/or rent affordability); or
- the household demonstrates a need to transfer and meets at least one of the 'location' criteria as follows: access to essential services, access to children, cultural grounds relating to a death in the tenant's dwelling or physical amenity (design)

Moderate need for transfer

A transfer may be considered 'moderate' where:

- the household demonstrates the transfer from the 'location' criterion as follows: employment, cultural reasons (excluding a death in the tenant's dwelling), family and informal support, physical amenity (housing size/overcrowding) or formation of a new household.

Rejection of offer

If a transferring tenant rejects an offer of alternative housing HOME in PLACE will assess whether the reason(s) for rejecting the offer is considered valid or invalid. Tenants who reject offers for invalid reasons may have their transfer priority reassessed.

Management Transfers

A management transfer is a transfer that is initiated by HOME in PLACE this can happen if:

- the property needs significant maintenance or upgrades
- there are persistent neighbourhood disputes or harassment
- there is a health and safety issue or fire or natural disaster
- the initial allocation of transitional housing is deemed inappropriate
- hand back of leasehold property – the property owner has given notice to return the property
- there are other exceptional circumstances

Review of decisions

If an applicant is not satisfied with a decision HOME in PLACE has made they should first speak with a Tenancy Relations Officer. If a tenant is still dissatisfied they may request a formal review of the decision.

4. Responsibilities

All HOME in PLACE workers have an obligation to:

- familiarise themselves with and ensure they have a clear understanding of HOME in PLACE policies and procedures,
- observe and implement such policies, and associated procedures in delivering services to HOME in PLACE clients,
- inform HOME in PLACE clients of the impact of this policy on them and assist them to understand their rights and obligations, as required,
- identify issues that require amendment to this policy document and complete the relevant documentation to propose any amendments, and

- report breaches of HOME in PLACE policies or procedures.

The relevant Group Executive Manager is ultimately responsible to:

- ensure all stakeholders within their area of responsibility are informed about HOME in PLACE Policies and Procedures,
- ensure appropriate processes and controls are implemented to enable the correct application of and adherence to relevant policies and procedures, and
- ensure appropriate processes and controls are implemented to enable breaches of approved HOME in PLACE Policy and Procedures to be reported and managed.

5. Implementation and Review

This policy is listed on HOME in PLACE Controlled Documents Register and is a controlled document requiring approval of any changes. It may not be amended or shared outside HOME in PLACE without approval.

The policy is reviewed regularly and published on HOME in PLACE SharePoint intranet once approved. Employees receive communications and training on new and reviewed policies and procedures.

HOME in PLACE complies with relevant contractual compliance obligations and jurisdictional laws and regulations when implementing this policy. Confirmation of internal compliance with this policy is undertaken regularly.

It is the responsibility of HOME in PLACE Group Executive Services (GESAdmin@homeinplace.org) to maintain and update the HOME in PLACE Master Policy Document, Policy Directory and the Policy Review Register, administer the review and approval process and inform and distribute new and amended policies and procedures once approved (refer PROC-011 Policy and Procedure Development Approval).

HOME in PLACE Workers should refer to SharePoint Company Documents Policy and Procedure site for the latest version which takes precedent over any uncontrolled version. If this document is printed, downloaded, or saved elsewhere from this site it becomes an uncontrolled version.

For further information contact the Responsible Officer listed under Document Information.

6. Related documents

Related documents

- HOME in PLACE Appeal Policy
- HOME in PLACE Ending Tenancy Policy
- Transfer Application Form
- Department of Communities, Housing and Digital Economies Transfer Policy
- Department of Communities, Housing and Digital Economies Guidelines

Related legislation/standards

- Residential Tenancies and Rooming Accommodation Act 2008 (Qld)
- Housing Regulations
- Housing Act 2003

7. Definitions

Please refer to HOME in PLACE Glossary of Definitions for Policies and Procedures. Terms and definitions identified below are specific to this policy and are critical to its effectiveness:

Term	Definition
Appeals	<p>A Community housing appeal is defined as ‘any expression of dissatisfaction with a decision made by a social housing provider to provide or not provide a service (such as housing, transfer or priority on the housing register) or, a decision relating to a tenant or service user’s dissatisfaction of a decision made by the organisation.’</p> <p>An application for a decision to be reversed or overturned. Includes but is not limited to:</p> <ul style="list-style-type: none"> • Allocation decisions; • Level of rent or rent subsidy; • Eligibility for a housing transfer; • Permission to undertake modifications; • Permission to keep pets; • Calculation of water charges;
Complainant	Person with a Complaint ongoing with HOME in PLACE.
Complaints	<p>An expression of dissatisfaction with an aspect of the services provided by [Organisation], where the complainant is unhappy with the standard or type of service. Types of Complaint include:</p> <ul style="list-style-type: none"> • Where HOME in PLACE have failed to provide or there has been a delay or problem in providing a service; • Where HOME in PLACE have failed to follow or have been unfair or inconsistent in applying our policies or procedures. • Where HOME in PLACE have failed to keep Tenants informed, through lack of or insufficient information • Where there has been inappropriate behaviour or attitude from a HOME in PLACE Employee or contractor.
HOME in PLACE	Compass Housing Services Co. Ltd. Trading as HOME in PLACE and includes its related body corporate (as defined by section 9 of the Corporations Act 2001 (Cth)). This includes Compass Housing Services Co (Queensland) Ltd Trading as HOME in PLACE and Compass Housing Services Co (Victoria) Ltd Trading as HOME in PLACE both of which are a wholly owned subsidiary of Compass registered in Australia.
Landlord	A person who grants the right to occupy a property under a General Tenancy Agreement

Term	Definition
Queensland Civil & Administrative Tribunal (QCAT)	An independent statutory body that resolves disputes including tenancy disputes. Orders made by the QCAT are enforceable.
Tenancy Agreement	The written agreement between HOME in PLACE and the tenant.
Tenant	A person who signs the Tenancy Agreement with HOME in PLACE
Worker (HOME in PLACE QLD)	is 'a person who works under a contract and, in relation to the work, is an employee for the purpose of assessment for PAYG withholding under the Taxation Administration Act 1953 (Cwlth), schedule 1, part 2-5'. This applies to a person for whom PAYG tax instalments are required or would be required to be withheld by their employer.

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