

Housing Transfer Policy (QLD)

1. Purpose

This policy explains how HOME in PLACE (Queensland) Limited (HOME in PLACE QLD) will manage the application process when a tenant applies for a transfer due to a change in circumstances or when HOME in PLACE QLD 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 QLD 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; or
- At the request of HOME in PLACE QLD for management purposes.

HOME in PLACE QLD will assess applications for transfer in a fair and transparent manner. As part of the assessment process, HOME in PLACE QLD 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:

- You are experiencing or at risk of domestic, family or sexual violence;
- You are experiencing or at risk of violence, abuse or harassment from a household or community member;
- You have the safety of a child in your care at risk;
- You are experiencing family or relationship breakdown;
- You wish to enable family reunification;
- You need to move to meet your or a household member's medical or disability support needs; or

- You are a victim of major crime that was committed in Queensland.

Tenant Initiated Transfer Applications

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

- 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; and
- Provide the required documentation or evidence to support their application.

Assessing Applications for Transfer

HOME in PLACE QLD will assess all tenant applications for transfer fairly and transparently. Applicants must show they meet the essential criteria and HOME in PLACE QLD 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 QLD will initially try to locate alternative accommodation from their own portfolio, if no suitable property is available, HOME in PLACE QLD 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 QLD will refer the tenant to the department for consideration for placement on the housing register.

Applications for Transfer Declined

If HOME in PLACE QLD 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 QLD 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 QLD 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 QLD 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; and
- There are other exceptional circumstances.

Review of Decisions

If an applicant is not satisfied with a decision HOME in PLACE QLD 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. Definitions and Acronyms Glossary

For clarification of any definitions or acronyms contained within this document, please click on the [Glossary](#) for information.

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