



## INTERNAL TRANSFERS BY CURRENT TENANTS POLICY

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### 1. PURPOSE

To provide clear guidelines to staff on how current SPCHG tenants are transferred to vacant units.

### 2. OBJECTIVES

- To provide opportunities for long term tenants to move into the larger bed-sits and 1 bedroom apartments located within SPCHG properties.
- To provide opportunities for tenants to transfer to other units in special circumstances.
- To ensure all tenants are aware of the transfer policy and have an equal opportunity to benefit from the transfer policy process.
- To ensure all tenants are meeting their basic tenancy responsibilities prior to transfer.
- To ensure the transfer process allows all vacant units to be tenanted within reasonable timelines.
- To ensure the number of transfers, and transfer process workload, remains within acceptable limits.

### 3. PROCEDURES

#### 3.1 COMMUNICATION ABOUT THE TRANSFER POLICY

##### 3.1.1 TENANCY SIGNUP

A transfer policy summary will be included in the Tenancy Information Booklet. The policy will also be explained.

##### 3.1.2 WEBSITE

A copy of the transfer policy summary will be included on the website.

##### 3.1.3 NEWSLETTER

One newsletter every year will include a transfer policy summary.

#### 3.2 TRANSFER TYPES

There are 2 different types of transfers. Each transfer type has a different transfer process.

##### 3.2.1 URGENT AND DISCRETIONARY TRANSFERS

The purpose of these transfers is to deal with the following situations.

- an urgent situation where the health and safety of a current tenant is at risk.
- a situation where SPCHG staff (MHO or CEO) determine there is a significant benefit in transferring a tenant from one unit to another.



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### 3.2.2 TRANSFER TO 1BR APARTMENTS – 306 DORCAS / 330 BANK / 1BR UNITS AND LARGE BED-SITS AT OTHER PROPERTIES.

The purpose of these transfers is to provide an opportunity for all long term SPCHG tenants to move into one of the larger bed-sits and/or 1 BR units.

### 3.3 CONDITIONS OF TRANSFER

All current tenants are normally required to meet **all** of the following conditions prior to approval for either type of transfer. The CEO has discretion to vary these conditions in exceptional circumstances.

- Minimum of 6 months tenancy with SPCHG
- Has not had a transfer in the last 2 years.
- Rent paid up to date
- No rent arrears action over last 6 months.
- No breaches for antisocial behavior/disturbance/visitor disturbance over last 6 months.
- Current unit assessed by inspection to be in “reasonable condition”. This is defined as follows.
  - The unit is not infested with cockroaches, bedbugs, mice or other vermin.
  - There is not evidence of serious hoarding affecting capacity to move around the unit freely.
  - The unit shows evidence that the tenant is capable of independent living and standards of cleanliness are reasonable.
  - Any unauthorised modifications are restored to original condition at tenant’s cost.
  - Any tenant-caused damage is repaired at tenant’s cost.
  - Any serious unreported maintenance works are completed.
  - Any rubbish/tenant possessions that are not being taken to the new unit are removed.

### 3.4 TRANSFER PROCESS

#### 3.4.1 URGENT AND DISCRETIONARY TRANSFERS

The process for Urgent and Discretionary Transfers only requires approval from the MHO or, if the MHO is not available for any reason, the CEO.

#### 3.4.2 TRANSFERS TO A ONE BEDROOM UNIT.

The process for a transfer to a 1 bedroom unit will occur through the following steps.

##### **Step 1. Transfer Visits**

Every September staff will visit the 3 tenants who have the longest tenancies with SPCHG and;

- are not living in a 1BR unit.
- have not previously indicated they do not want a transfer.

The purpose of the visits is to;

- explain the transfer process,
- confirm the interest of the person in transferring to a flat,
- explain the conditions that have to be met for a transfer offer to be made,
- make an assessment of whether transfer conditions are met,
- if transfer conditions are not met then explain to the person what they would need to do to become eligible for a transfer,



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- If transfer conditions are not met then offer support to make the changes required for eligibility.
  - If in arrears offer support for them to get up to date with rent,
  - If there has been recent antisocial behavior offer support with mental health etc.,
  - If the unit requires cleaning, rubbish removal or repair of damage offer support in achieving these.
- If transfer conditions not met arrange to visit in 3-6 months to re-assess the condition of the unit.

### **Step 2. Transfer List**

After the visits staff will confirm the Transfer List for 1 bedroom flats. These are the 3 longest tenancy tenants who are interested in a transfer and who have been assessed as meeting the transfer policy conditions.

### **Step 3. One Bedroom Unit becomes Vacant.**

A vacancy occurs at a 1 BR Apartment

### **Step 4. Confirm Transfer Arrangements**

SPCHG staff contact the tenant at the top of the Transfer List to make the offer. If accepted, organise a meeting to confirm a move date and moving arrangements. Normally the moving arrangements will include the following.

- Move from old unit to new flat will occur on a single day.
- Keys to new flat will not be given until the old unit has been inspected to be clear of possessions and rubbish.
- SPCHG will offer assistance.
- The current tenancy will end on the Move Date.
- The new tenancy will commence the day after the Move Date.

### **Step 5. Transfer to new Unit.**

SPCHG staff will;

- provide access to the new unit on the Move Date.
- provide any assistance with the move that has been requested and agreed.
- organise to meet the tenant at the vacated unit for a handback of keys.
- sign up the tenant for the new unit and provide the keys.