



INTERNAL TRANSFERS BY CURRENT TENANTS POLICY

DOCUMENT NAME:	INTERNAL TRANSFERS BY CURRENT RENTERS POLICY
DOCUMENT TYPE:	OPERATIONAL POLICY
VERSION:	FINAL V.2.0
AUTHOR:	PCSM
AUTHORISATION FINAL VERSION:	CEO
ISSUE DATE:	13.06.23
REVIEW DATE:	APR 2026

1. PURPOSE

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

2. OBJECTIVES

- To provide opportunities for long term renters to move into the larger bed-sits and 1 bedroom apartments located within SPCHG properties.
- To provide opportunities for renters to transfer to other units in special circumstances.
- To ensure all renters are aware of the transfer policy and have an equal opportunity to benefit from the transfer policy process.
- To ensure all renters 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 New Renter 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 two 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 renter is at risk.
- a situation where SPCHG staff (MHO or CEO) determine there is a significant benefit in transferring a renter 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 renters 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 two 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 no evidence of serious hoarding affecting capacity to move around the unit freely.
 - The unit shows evidence that the renter is capable of independent living and standards of cleanliness are reasonable.
 - Any unauthorised modifications are restored to original condition at renter’s cost.
 - Any renter-caused damage is repaired at renter’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 three 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 renter 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 renter at the vacated unit for a handback of keys.
- sign up the renter for the new unit and provide the keys.