



Transfer Policy

Purpose

We, Foundation Housing, recognise that tenants' housing needs can change over time, and we aim to help move existing tenants within our housing stock to make the best use of our available properties and to meet those changing needs.

This policy explains:

- who is eligible to apply for a transfer and how we deal with requests;
- what our bedroom-entitlement standards are; and
- what over occupancy and under occupancy mean.

It covers our approach to dealing with requests for a transfer, what action we may take, and our tenant's responsibilities.

Definitions

Tenants refers to a tenant or tenants on a Residential Tenancies Act Tenancy Agreement.

Applicants refers to a tenant or tenants that have applied for a transfer.

Over occupancy is defined as a household living in a property that does not have enough bedrooms to meet our bedroom-entitlement standard as explained in this policy.

Under occupancy is defined as a household that has one or more spare bedrooms.

Policy

Our commitment

We will aim to use up to a quarter of our mainstream empty properties each year to rehouse tenants who qualify for a transfer.

We will assess transfer applications fairly, honestly and openly.

We will keep the waiting list for transfers up to date.

Our approach will include:

- reviewing all transfer applications every year to see if applicants are still eligible; and
- trying to offer larger family homes to eligible applicants on our transfer list.

Transfer requests

If a tenant asks for a transfer, we will consider the request as long as, at the time of the application, the tenant has:

- held the tenancy of the home for at least 12 months;



- a clear rent account or, if a tenant owes us any rent, they have (and are keeping to) an affordable arrangement to repay the debt in full within six months;
- maintained the home and garden in a clean and reasonable condition;
- kept to the terms of their tenancy agreement and have had no breaches served within the last three months; and
- met the relevant criteria in order to be eligible for community housing.

When we receive the application, a housing coordinator will visit within one month to assess the standard of the home and to discuss details of the request. The housing team leader will review the housing coordinator's report and decide whether to approve the application.

If we approve the application, we will place it in one of the following categories in date order.

Priority 1

Severe disability or chronic disease

We will need to see evidence from a medical professional explaining how a tenant's current accommodation is affecting their disability or disease, and how this could be improved by moving to a different property. The outcome will be decided jointly by the Housing Operations Manager and the Allocations Supervisor.

Severe social need

(For example, severe domestic violence, racial or other forms of harassment)

We will need to see evidence to support an application. The outcome will be decided jointly by the Housing Operations Manager and the Allocations Supervisor.

Under occupation

Tenants live in a home which has one or more bedrooms more than the bedroom entitlement standard for their household.

Severe overcrowding

Tenants live in a home which has at least two bedrooms fewer than the bedroom entitlement standard for their household (this is explained later in this policy).

We ask you to leave your home

If we ask a tenant to leave their home either temporarily or permanently, so we can carry out major refurbishment work, demolish or sell the property, or for any other reason which has been jointly approved by the Housing Operations Manager and the Allocations Supervisor.

Priority 2

Medical need

We will need to see evidence from a medical professional explaining how a tenant's current accommodation is affecting their medical condition, and how this could be improved by moving to a different property. The outcome will be decided jointly by the Housing Operations Manager and the Allocations Supervisor.

Social need

We will need to see evidence to support an application if a tenant needs to move because of employment, education or support needs. The outcome will be decided jointly by the Housing Operations Manager and the Allocations Supervisor.

Overcrowded property

Tenants live in a home which has one bedroom fewer than the bedroom entitlement standard for the household.

Bedroom entitlements

The size of the property we offer will depend on the size and needs of the household. We will use the following bedroom entitlement standard to work out how many bedrooms a household needs.

Household type	Number of bedrooms
Single adult only	One bedroom
Group of single adults	One bedroom per adult
Couple with no children	One bedroom
Single parent or couple with one child	Two bedrooms
Single parent or couple with two children	Two or three bedrooms depending on the sex and ages of the children
Single parent or couple with three children	Three or four bedrooms depending on the sex and ages of the children
Single parent or couple with four or more children	Three or more bedrooms depending on the sex and ages of the children

Modelled on the Canadian National Occupancy Standard

We will also consider a range of factors when deciding how many bedrooms a household needs, and in assessing whether a home is over occupied or under occupied, including the sex and ages of any children living with the tenant. Here are some examples.



- Children up to five years, either of the same sex or opposite sex, may share a bedroom.
- Children under 18 years who are the same sex may share a bedroom.
- A child aged from five to 17 years should not share a bedroom with a child under five years of the opposite sex.
- Single adults aged 18 years or over and any unpaired children need a separate bedroom.
- If another adult or child lives in the property for approximately 50% of the time in total, we will need evidence of this so we can assess how many bedrooms are needed.
- A tenant may need an extra room because they or someone living with them has a disability or special needs and so needs extra space because of equipment, health or support needs.

If we use a property for short-term crisis accommodation, we may allow more people to share a room than stated above if failing to allow this could result in homelessness.

Over occupancy and under occupancy

If your home is under occupied, we can negotiate with you to move you to another of our properties, in a zone of your choice, that contains the number of bedrooms for your household according to our bedroom entitlement standard.

Offers of accommodation

In order for us to offer a transfer, a tenant:

- must not owe us any rent;
- must have kept their home and garden clean and in a reasonable condition;
- must have kept to the terms of the tenancy agreement and have had no breaches served within the last three months; and
- must meet the relevant criteria in order to be eligible for community housing.

Under special circumstances, the Housing Operations Manager and the Senior Allocations Officer may decide that we can offer a transfer even if the tenant does not meet all of the conditions in the list above.

A reasonable offer of accommodation is considered to be a home of a suitable size in the zone area chosen on your transfer application form.

We may temporarily remove a tenant's name from the transfer list at any time if:

1. a tenant falls behind with any payments relating to their home (for example, rent, charges for utilities and so on);
2. we find out that the home and garden are not clean and in a reasonable condition;
3. a tenant has not kept to the terms of the tenancy agreement and we have served a breach within the last three months; or



4. a tenant is a priority-one applicant and they unreasonably refuse one offer.

We will put tenant's names back on the transfer list as soon as an issue under 1, 2 or 3 above is put right, and after a period of six months for 4 above.

We will permanently remove a tenant's from the transfer list if:

- the tenant is a priority one applicant and they unreasonably refuse two offers;
- the tenant is a priority two applicant and they unreasonably refuse two offers;
- a tenant asks us to;
- a tenant moves out of their home;
- a tenant no longer meets the relevant criteria in order to be eligible for community housing;
- a tenant does not fill in the application review form and return it to us; or
- we have served a tenant with a notice to end their tenancy (a termination notice).

Appealing

If a tenant does not agree with any of our decisions or actions, they can appeal against them under our Appeals Policy.

Monitoring and reporting

We will regularly monitor transfers and report to the Tenancy Management and Enrichment Committee and the Board when necessary.

Relevant Legislation

Residential Tenancies Act 1987 (WA)

Related Documents

Procedure: HS_Transfer_1_PRO_Ver2

Process of Policy Development / Review

First drafted in November 2014.

Document Control

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