



Tenant Transfer Request - Information Sheet

Community Housing

A transfer is an application to move out of your current home and into another vacant home managed by Unity Housing Company Ltd (Unity). Before a transfer request will be considered, you must have been living in your present home for two years (except in exceptional circumstances).

There are a number of reasons you may wish to transfer, including:

- A change in employment;
- A change in the number of household members;
- The breakdown of a relationship;
- The need to be closer to specific services, i.e. hospital;
- The need for a different type of housing due to health or other issues, i.e. from multiple to single level;
- Family or social problems.

All of these are valid reasons for wanting to transfer. However, Unity can only transfer you if a suitable alternative property becomes available and there are no guarantees that this will happen. For this reason it is important that you seek other alternatives should we not be able to accommodate your transfer request.

When applying for a transfer, you will need to let us know how your household circumstances have changed and detail why your current home is no longer suitable for your needs.

You will need to complete Unity's Tenant Transfer Request – Tenant Requirements Form. Along with this form you will need to include the reason/s you wish to transfer and evidence to support the reasons.

Evidence may include:

- A doctor's report;
- Intervention Orders ;
- Report from community/social worker;
- Report from Home Care Service;
- Evidence of legal separation;
- Statutory declaration.

Grounds for transfer include but are not limited to:

- Change in family size or circumstances, (i.e. extra children, children left home, age);
- Medical condition or disability;
- Employment/education needs;
- Where a household is at risk, (i.e. child abuse, domestic violence);
- Family support;
- Cultural grounds;
- Neighbour disputes, harassment and/or incompatibility;
- Compassionate reasons;
- House not habitable (for reasons apart from tenant negligence or damage).



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It is important to understand that when transferring to another property, **rent payable will be re-assessed** using total household income. This could result in a significant rent increase.

Requests for transfer are assessed and approved by Unity's Allocations Committee. Consideration is given to the reasons for the request and the evidence provided. Approval is also subject to a satisfactory inspection and Property Condition Report, which requires the property to be:

- clean
- undamaged
- free of rubbish inside and outside
- neat and tidy outside

Once you have submitted your Tenant Transfer Request – Tenant Requirements Form the Housing Officer will:

- Assess your requirements and discuss with you the possibility of these being met.
- Conduct an inspection of your property.
- Give the paperwork to the relevant Manager to take to Unity's Allocations Committee for assessment and approval.
- If approved, place your details onto Unity's Transfer List
- If it is not approved, return your form to you with a letter explaining why the request for transfer has not been successful.
- Provide you with information regarding Unity's Complaints and/or appeals processes.

If your application for a transfer is approved, but there is no suitable Unity property currently available or should you be offered a property and decline to take it, your details will remain on Unity's Transfer List.

Your property may be re-inspected when a transfer property becomes available and prior to you being made an offer. Any offer to transfer is subject to a satisfactory Property Condition Report as described above.

If we make and you decline three reasonable transfer offers, your transfer request will be reassessed by the Allocations Committee and you may be removed from the Transfer List.

If you require any further information regarding Tenant Transfer Requests, please contact your Housing Officer.