

## Tenant Transfer Request

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 or if living in short term transitional housing).

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, e.g. hospital;
- The need for a different type of housing due to health or other issues, e.g. from multiple to single level;
- Family or social problems;
- To secure longer term accommodation.

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 Requirements form telling us about your housing preferences. 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 (e.g. extra children, children left home, age);
- Medical condition or disability;
- Employment/education needs;
- Where a household is at risk (e.g. child abuse, domestic violence);
- Family support;
- Cultural grounds;
- Neighbour disputes, harassment and/or incompatibility;
- Compassionate reasons.

It is important to understand that when transferring to another property there may be a number of changes to your tenancy arrangements, including:

- **Re-assessment of rent payable** which could result in a significant rent increase
- A change to your lease type and conditions
- An additional Tenant Services Levy may be payable
- A change to how your water charges are calculated.

Consideration is given to the reasons for the request and the evidence provided. Approval to be added to the Transfer List is subject to a satisfactory inspection and Property Condition Report of your existing property, which requires your property to be:

- Clean;
- Undamaged;
- Free of rubbish inside and outside;
- Neat and tidy outside.

Once you have submitted your Tenant Transfer 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 for assessment and approval.
- If approved, place your details onto Unity's Transfer List.
- If it is not approved, communicate with you explaining why the request for transfer has not been successful.
- Provide you with information regarding Unity's complaints and/or appeals processes.

If you have requested a transfer, we request that you are in a position to move as soon as possible or within a two week timeframe.

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 and you continuing to meet the requirements of your tenancy agreement.

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

Upon vacancy, we request that your property is left in a reasonably clean condition with no rubbish remaining. Please take all items with you to your next property or arrange for these to be removed. Below are avenues to assist with rubbish removal:

- Local council Rubbish and Recycling sites
- Battery Recycling Centres
- Metal recyclers - can collect items free of charge including vehicles
- E-waste: check with your local council and Bunnings sites
- Hard Rubbish collections
- Liaise with your local council for extra rubbish bins
- Sell unwanted items.

**Unity will charge you to remove any furniture or rubbish you leave behind.**

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

