

TRANSFER POLICY

MAINSTREAM HOUSING

Purpose

At Accordwest, we readily recognise that tenants' housing needs can change over time, and sometime very quickly.

If you have a change in your circumstances that affect your tenancy or housing needs, you can request to transfer to another property managed by Accordwest, another community housing provider or the Department of Communities. This is termed a tenant-initiated transfer.

Definitions

Tenants

A tenant or tenants on a Residential Tenancy Agreement.

Applicants

A tenant or tenants that have applied for a transfer.

Over occupancy

A household living in a property that does not have enough bedrooms to meet the bedroom entitlement standard.

Under occupancy

A household that has one or more spare bedrooms

Policy

When you request a transfer, standard eligibility criteria apply, although you can choose:

- only to be housed by Accordwest, or
- to be housed by a different housing provider.

Accordwest is responsible for assessing your application for transfer.

Once you are approved for a transfer, you will be placed on the Department of Communities and Community Housing Organisations Joint Wait List. This will be used to

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allocate housing when a property which matches the household's needs becomes available.

When you are offered alternative housing, the length of lease and other entitlements will be based on the policies of the provider who has offered the housing.

When you apply for tenancy reinstatement, the provider that previously housed you will be responsible for assessing the application, and, if approved, housing you.

Eligibility for Transfer

You can apply for a transfer to another property if a change in your circumstances makes your existing property or location no longer suitable. When you apply for a transfer, you must:

- Meet community housing eligibility criteria, including the ability to sustain a tenancy without support or with appropriate support in place.
- Be able to show that your circumstances have changed and that the current property or location is no longer suitable for your housing needs.
- Be able to meet the transfer assessment criteria for one of the following grounds:
 - 'At risk'
 - Under-occupancy (there are more bedrooms than required)
 - Medical condition and/or disability
 - To meet the needs of a child to return from out-of-home care, or to help prevent children from entering out-of-home care
 - Serious and ongoing harassment
 - Employment (e.g. travel distances)
 - Compassionate grounds
 - Children's needs or family size
 - Moderate or Severe Overcrowding
 - Family breakdown/separation
- Provide the required documentation and evidence to support your application.

In circumstances where you meet the transfer assessment criteria on more than one of the above grounds, approval will be given on the principal justification at the time of assessment.

Debt

You can apply for a transfer even if you owe Accordwest money. This noted, a community housing provider will not make an offer of alternative housing until your current accounts are up to date, or, if you owe money from former tenancies, you have completely repaid the debt. Exceptions may apply if your household can demonstrate an urgent need for transfer.

Locational Need

Western Australia has a number of high demand allocation areas. Community housing providers will assess a request to transfer to one of these areas against specific criteria if you are applying to transfer to a high demand area.

Offers

Generally, you will receive two reasonable offers of alternative accommodation. If you reject both offers, the community housing provider will likely remove you from the wait list.

When Accordwest transfers you to an alternative property managed by a different housing provider, you will be offered a type and length of lease in accordance with the individual provider's policy. This will also apply to requirements including rent paid and bond.

Grounds for Transfer including Urgent Situations

Following the approval of a priority transfer application, community housing providers will assess the urgency of your need to move out of the current property or location. This assessment will generally occur:

- When considering an initial transfer application.
- If your situation becomes worse after having been approved for a transfer.

If there is sufficient risk to you or members of your household, you will be deemed as a priority.

Community housing providers will coordinate the review of priority transfer applications every six months, or when new information from either you or a community housing provider prompts a review.

At Risk

At Risk situations, including harassment and other forms of severe social need, relate to when the personal safety and/or mental health of a tenant or a household member is at risk. These situations include but are not limited to:

- domestic violence
- child abuse or neglect
- sexual and other assault
- torture or trauma.

Tenants need to be able to demonstrate that:

- the risk is serious and ongoing
- the property and/or location significantly increases the risk and reduces their safety
- they cannot remain in the current dwelling and/or location beyond a short length of time
- apart from transferring, there are no practical steps that can be taken by the tenant's household to lower or remove the risk
- moving will help or resolve the situation and remove or significantly decrease the risk.

Evidence can include:

- current police reports
- a current Apprehended Violence Order (AVO)
- a current Domestic Violence Order
- current reports or letters from Community Services or Corrective Services
- current reports or letters from a social worker
- correspondence from a community support agency, such as a refuge or community centre
- current reports or an assessment from a medical practitioner or health professional
- current reports or letters from a school principal or school counsellor.

Overcrowding and Bedroom Entitlements

Examples of moderate overcrowding include three children sharing a bedroom, an adult or couple sharing a bedroom with a child under three years of age, and two unrelated adults sharing a bedroom.

Severe overcrowding refers to any tenancy which has at least two bedrooms fewer than the bedroom entitlement standard for their household.

Bedroom Entitlements are as follows:

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 to three bedrooms depending on the sex and ages of the children (children up to five years, either of the same sex or opposite sex, may share a bedroom)
Single parent or couple with three children	Three to 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

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.

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Transfer at Accordwest's request

On infrequent occasions, Accordwest may ask you to move to a different dwelling either temporarily or permanently to allow for refurbishment work to be undertaken on properties or to reduce under-occupation of stock. For example, if there are only two people in your household and you are living in a four-bedroom property, Accordwest may request that you move to a smaller property to allow a larger household to be housed.

If we ask you to move, we will pay for all reasonable costs associated with the move. We may also offer you other incentives to move.

Appeals Process

If you do not agree with any of our decisions or actions, you can appeal using our *Appeals Policy (HHPP006)*.



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If you are deaf, or have difficulty speaking or hearing English,
we are committed to helping you to access our services.

Accordwest acknowledges the Australian Aboriginal and Torres
Strait Islander peoples as the first inhabitants of the nation and
traditional custodians of the land we live, learn and work.



Agencies for South West Accommodation (ASWA) Inc. trading as Accordwest
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