

Westside Initiated Tenant Transfer Procedure

Purpose

If a tenant has a change in their circumstances that affects their housing needs, they can request to transfer to another property. These transfers are known as Tenant Initiated Transfers. All tenant initiated transfers are assessed and processed under the Tenant requested transfers process.

Westside Housing Company Ltd (Westside) may also require a tenant to move to another property managed by Westside. These transfers are known as Westside Initiated Transfers.

This procedure outlines the criteria used by Westside to determine when a tenancy is transferred to another property for management purposes. Westside has developed this procedure so that it can manage its tenancies and property portfolio effectively to maximise the benefit social housing can provide to people in housing need.

Scope

This procedure applies to all Westside tenancies and outlines the specific circumstances where Westside will require the tenant to move or when Westside will approve a relocation of a tenant for management purposes.

Principles

Westside will change tenancies in accordance with its responsibilities under the Residential Tenancies Act 1995 and Regulations, and in accordance with other Westside policy.

Relocations of whole buildings or communities

There may be times when Westside needs to undertake large-scale relocations of whole buildings

or communities. From time to time Westside may be required to hand back a property, i.e. to the SA Housing Authority. In these circumstances, tenants will maintain their right to a tenancy with Westside but will need to be rehoused in another property. We will always seek to take the tenant's household and locational needs into consideration when offering an alternative property.

Tenants will only be required to relocate for valid reasons related to the management of a tenancy or the property portfolio.

Procedure

Westside initiated transfer

We undertake Westside Initiated Transfers in the following circumstances:

- Under occupancy
- Severe overcrowding
- When Westside does not own the property and the lease with the private landlord been terminated for a general social housing property
- The property configuration is not suitable for the tenant
- Severe neighbourhood disputes
- Portfolio management purposes relating to the management of a particular tenancy and/or Westside's property portfolio e.g. sale, substantial upgrade or redevelopment of a property.

Management transfers can still be undertaken if the tenant has been approved for a transfer or has been approved for succession and the property is unsuitable.

or communities. When undertaking a larger scale relocations project, Westside will establish formal processes to engage with the community, which will be clearly documented and communicated. These

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processes may include a community reference group, community forums, newsletters and/or site meetings. Communication or feedback options chosen will depend on the scale or complexity of the relocation process.

- That we will always be respectful, honest and helpful in responding to the tenant about arrears. We will be sensitive to a tenant's circumstances but will enforce our responsibilities within our procedures the legal framework of the Residential Tenancies Act 1995.
- That we will take care to maintain confidentiality and protect the privacy of tenants when handling arrears.
- That we may, overtime, implement incentive programs to encourage tenants to stay up to date with their rent, water and other non-rent charges.

Request to return to a property subject to redevelopment

Where Westside relocates a tenant from a property that will be redeveloped to provide additional housing retained under Westside's management, the tenant can express their interest in returning to live at the site after the redevelopment is complete. These tenants will receive priority assessment.

Westside will consider requests from tenants to return to the redeveloped property on a case-by-case basis. Consideration will be given to the tenant's housing needs, the property configuration at completion and whether the properties will be used to provide housing within the same housing program.

What areas can Westside relocate a tenant to?

Wherever possible and appropriate, Westside will relocate tenants in the current allocation zone. This is subject to Westside's management of its property portfolio and the availability of properties.

What is a reasonable offer?

An offer is reasonable if it will meet the tenant's known housing and locational needs and allows continued access to services, based on the merits of the information provided by the tenant during the relocation process. Generally, tenants who have been approved for a transfer will receive two reasonable offers of alternative accommodation. For management transfers, up to three offers of alternative housing will be made and can be from any of the five allocation zones that tenant has been approved for.

Rejection of a reasonable offer for relocation

If a Westside tenant rejects a reasonable offer of alternative housing, Westside will undertake a final check to confirm that the offer made to the tenant took into account all of their known housing needs and were consistent with the entitlements set out in the tenant's individual relocation statement.

Assistance with the relocation process

Westside will provide practical assistance to relocating tenants where it is appropriate and necessary for helping the tenant and their household to relocate.

Tenure

Where Westside relocates a tenant to a property managed by another housing provider and also approves that tenant to return to Westside as part of the same relocation process, we will offer them the same lease tenure as they were previously approved for.

Where Westside permanently relocates a tenant to an alternative property managed by a different housing provider, the tenant will be offered the type and length of lease in accordance with the individual provider's policy.

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Paying rent after relocation

Tenants of Westside who are relocated to another property managed by Westside will be charged rent in accordance with Westside's Rent Setting Policy.

Where a tenant relocates to an alternative property managed by a different housing provider, the tenant's rent will be assessed in accordance with the policy of the individual provider.

Review of decision

If a tenant is not satisfied with a service provided by Westside or does not agree with a decision it has made, they can ask for a review. Westside's Complaints and Appeals Procedure outlines both the internal and external complaints and appeals options. Copies of this procedure is available on Westside's website and from our office.

Contact details

8155 6070

e: admin@westsidehousing.org.au

w: www.westsidehousing.org.au

 [/creatinghomesconnectingpeople](https://www.facebook.com/creatinghomesconnectingpeople)

478 Port Road

West Hindmarsh SA 5007

Office hours: Mon-Fri 9am-4pm

ABN: 98 634 977 | RLA: 297313