

Tenant Transfer Policy

Purpose

The purpose of this policy is to outline the process for transfers by residents of St Kilda Community Housing (SCH).

Scope

This policy applies to residents who live in properties managed or owned by SCH.

Policy Statement

As a participating registered agency of the Victorian Housing Register (VHR), SCH residents may be able to transfer to another SCH property – or to another social housing property – if they meet the eligibility criteria. Transfers are subject to availability and management discretion, and being eligible to apply does not guarantee an offer from SCH.

Renters may apply to transfer if:

- Their home is no longer suitable for their needs, or
- Their employment changes and they need to move a long way from where they are now.

In addition, residents may be eligible for a priority transfer through the VHR for any of the following circumstances:

Safety issues, such as family violence and anti-social behaviour

- Medical or health reasons
- Uninhabitable housing for reasons of fire, flood or vandalism
- Stock utilisation – including matching residents to properties.
- Redevelopment of a property.

Residents will need to meet the eligibility criteria as determined by the Department of Families, Fairness and Housing (DFFH) Eligibility Criteria Operational Guidelines, including income and asset eligibility criteria.

How to Apply for a Transfer

Residents applying for a general transfer can submit their application through any DFFH office or through their MyGov account. Residents applying for a Priority Transfer can submit their application through their MyGov account, any designated service provider or through SCH.

SCH Internal Transfers

In addition to the eligibility criteria for the VHR, SCH applies the following criteria to residents wishing to transfer to another property managed or owned by SCH:

- The resident must not be in rental arrears at the time of transfer.
- The resident must have demonstrated reasonable care of their current property. An inspection may be carried out to confirm the property is in a clean and well-maintained condition.
- The resident must be willing to take all belongings with them. A fee may be charged for removal of any items left behind.
- The length of time the resident has been renting from SCH may be taken into account.

Supporting documentation

- For transfers on medical grounds, residents must provide a letter or report from a registered health professional (GP, specialist, psychologist, or psychiatrist). The

document must explain how the resident's current housing impacts their health and recommend a transfer.

- Residents requesting a transfer based on specific accommodation or medical needs may be requested to complete a Special Accommodation Requirements (SAR) assessment.
- For transfers on safety or family violence grounds, residents must provide supporting documentation such as a police report, Intervention Order, or confirmation from a recognised family violence support service.

Approval of Transfers

- All internal transfer applications will be reviewed and approved by Management.
- Applications without the required supporting documentation will not be considered.
- The Senior Manager may be consulted in exceptional or complex cases.

Policies and Other Documents

Housing Allocations Policy

Special Accommodation Requirements (SAR) Assessment Guidelines / Form

Legislation and Standards

Housing Act 1983 (Vic)

Victorian Housing Registrar Performance Standards for Registered Housing Agencies

DFFH Victorian Housing Register Operational Guidelines

Equal Opportunity Act 2010 (Vic)

Disability Discrimination Act 1992 (Cwth)

Version control

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