

PROGRAM POLICY: INTERNAL TENANCY TRANSFER

Policy number	PPOL002	Version	v1.0
Drafted by	Program Director	Approved by Board on	29 September 2020
Responsible person	Program Director	Scheduled review date	29 September 2025

1. PURPOSE

The purpose of this policy is to:

- a. provide the rationale for tenancy transfers within a co-op or within the VicWide property portfolio
- b. provide relevant criteria for assessment of internal transfer requests
- c. provide program reporting requirements relating to internal transfers.

2. POLICY CONTEXT

The Performance Standards for Registered Housing Agencies require registered agencies to be sensitive to clients with complex needs in the allocation of housing assistance and to ensure its policies and procedures strive to sustain tenancies. The standards also require registered agencies to manage their housing assets to optimise outcomes on financial investment, service delivery and meeting housing needs.

3. POLICY STATEMENT AND PRINCIPLES

3.1 STATEMENT

- a. Internal transfers will be used to address changes in a renter's (tenant's) housing needs or to achieve agreed member co-op or Program property outcomes.
- b. Requests for internal transfer will be assessed fairly and consistently.

3.2 PRINCIPLES

- a. Allocation of property resulting from an internal transfer will be consistent with current Program Policy, including bedroom allocation, unless a specific exemption has been granted.
- b. Appropriate rationale for internal transfers include:
 - i. achieving better utilisation of property
 - ii. better addressing a renter's health, mobility and disability needs
 - iii. enabling 'right sizing' to meet changing household composition
 - iv. enabling a renter to meet changing locational needs
 - v. vacating a property to enable disposal or redevelopment
 - vi. meeting a housing need identified in the co-op's long-term plan

- vii. meeting a relevant and documented renter, co-op or program need.
- c. A residential rental provider (landlord) will have in place documented procedures for informing renters of the internal transfer process and for recording and prioritising internal transfer requests that are received.
- d. A rental provider may refuse a transfer request if there are unresolved tenancy issues.
- e. A rental provider will manage the termination of the previous tenancy and the establishment of the new tenancy.
- f. A landlord must report an internal transfer and the rationale for the transfer to CEHL at least 5 working days before new tenancy starts.
- g. A Program Participant seeking a transfer within the Program must give permission for personal data to be recorded on the VHR database before a referral can be made.
- h. Where a rental provider is taking part in the Pilot – *Fixed Term Tenancies for New Co-op Members 2020-2022* and a member requests a transfer within their fixed term tenancy, the rental provider will offer a fixed term residential rental agreement that expires on the same date as the original agreement.

4. SCOPE

4.1 This is Program Policy. It applies to all residential tenancies managed by CEHL or its member co-ops.

5. DEFINITIONS

5.1 For all definitions relating to this policy, please refer to the Program Glossary.

6. LEGAL REQUIREMENTS

6.1 This policy incorporates guidance provided by:

- a. [Performance Standards for Registered Housing Agencies: section 1 Tenant and Housing Services.](#)
- b. [Victorian Charter of Human Rights and Responsibilities 2006.](#)

7. PROGRAM REQUIREMENTS

7.1 This policy is consistent with:

- a. International Co-op Principles:
Voluntary & Open Membership
Co-operation among Co-operatives Concern
for Community.
- b. Program Principles:
Security
Working Together
Quality of Housing

Affordability
Financial Sustainability Changing
Needs.

8. RELATED PROGRAM POLICY

8.1 This policy should be considered in conjunction with:

- a. Establishing a Residential Rental Agreement Program Policy.
- b. Ending a Residential Rental Agreement (Rental Provider Initiated) Program Policy.

9. AUTHORISATION

Approved by CEHL Board Date of approval 29 / 09 / 2020

Position CEHL Chair Heidi Lee