

Transfers and Change of Circumstances Policy

Purpose

This policy sets out Alliance Housing's principles and approach to managing tenant transfer requests, management-initiated transfers, and changes in tenant circumstances, ensuring decisions are made fairly, transparently and in accordance with legislative requirements.

Scope

This policy applies to all tenants housed through Alliance Housing's social and affordable housing programs. It does not apply to the Lease for Life housing program.

Intent

Alliance Housing recognises that tenant circumstances may change over the life of a tenancy. The organisation is committed to responding to these changes in a manner that is compassionate, evidence-based and balanced against the responsible management of limited housing stock.

This policy aims to:

- Support tenants to maintain safe, suitable and sustainable housing where reasonably possible.
- Ensure transfer decisions are consistent, transparent and defensible.
- Balance individual tenant needs with demand from applicants on the housing waitlist.
- Ensure compliance with relevant legislation and funding obligations.

Tenant Initiated Transfers

Alliance Housing acknowledges that a tenant may request a transfer where their current accommodation no longer meets their needs. Due to limited housing supply and low vacancy rates, transfers will only be considered where a clear and demonstrated need exists.

A tenant may request a transfer by submitting a formal written request outlining the reasons for the request, supported by relevant documentation where applicable (for example, medical or support agency information).

A tenant-initiated transfer may only be considered where the tenant:

- Remains eligible for social or affordable housing.
- Is meeting the requirements of their tenancy agreement.
- Has experienced a change in circumstances that means the current property is no longer suitable, including but not limited to:
 - Medical, mobility or health-related changes; or

- Safety concerns where the tenant or a household member is at risk by remaining in the current property or location.

Each request will be assessed on its individual merits. Approval of a transfer does not guarantee the availability of alternative accommodation or a specific timeframe for relocation.

In assessing a transfer request, Alliance Housing will take into account:

- The nature and impact of the change in the tenant's circumstances.
- The suitability of the current property.
- Identified changes in support needs, including information provided by external support agencies.
- Availability of suitable housing stock.
- The efficient use of stock in the context of demand from applicants on the waitlist.

The tenant will be advised of the outcome of their request in writing, including the reasons for the decision. Where a request is declined, the tenant will be informed of their right to request a review under Alliance Housing's appeals process.

Where a transfer is approved, the allocation of alternative accommodation will be determined by Alliance Housing, having regard to housing demand, portfolio management considerations and the availability of appropriate dwellings.

Management Initiated Transfers

There may be circumstances where Alliance Housing requires a tenant to relocate to alternative accommodation to support effective asset and portfolio management. This may include situations where the property:

- Is under-occupied.
- Is scheduled for redeveloped, or major works.
- Is being sold, or there are plans to sell the property.
- Is modified and the occupants no longer need a modified property.
- Is no longer suitable for the tenant or program requirements.

Management-initiated transfers will be managed sensitively. Alliance Housing will work with the tenant to identify alternative accommodation that meets their ongoing housing needs where reasonably possible.

Where a management-initiated transfer is required, Alliance Housing will:

- Meet with the tenant to explain the reasons for the relocation.
- Make every effort to find suitable accommodation from current Alliance Housing stock.

- Confirm the requirement to vacate in writing, including the reasons and relevant timeframes, in accordance with the tenant's legal rights under the tenancy agreement and legislation.
- Follow all required legal processes should the tenant decline to relocate.

To minimise financial disadvantage, Alliance Housing may contribute to reasonable relocation costs, such as removalist expenses and reconnection of essential utilities.

Death of principal tenant

Alliance Housing acknowledges the sensitivity required following the death of a tenant. Discussions regarding tenancy changes will not be initiated until a respectful period has passed, unless the matter is raised by the family or representatives of the deceased.

Where the deceased tenant was the sole occupier, Alliance Housing will liaise with the next of kin or executor of the estate to arrange the return of the property, removal of personal effects and settlement of any outstanding charges.

Injured or ill tenants

Alliance Housing will endeavour to support tenants who experience illness, injury or disability to maintain their tenancy wherever reasonably possible.

Where the tenant does not have appropriate support in place, Alliance Housing will provide contact information for local advocacy or support agencies that may be able to provide relevant assistance to the Tenant.

If there is ongoing difficulty and maintaining the tenancy is not an option, Alliance Housing will work with other relevant support services and agencies to try and find an alternative housing options.

Home modifications

Where a tenant requires modifications to their home due to illness, injury or disability, Alliance Housing will liaise with relevant government departments and support services to assess the required modifications and potential funding options.

Major Modifications

Requests for major modifications must be submitted in writing using the approved DMIRS Form 27 – Request to Lessor to Make Major Modifications. Where major modifications are not feasible or are unsuitable for the property, Alliance Housing will make reasonable efforts to support the tenant to access modification services or alternative accommodation that better meets their needs.

For properties owned by the Department of Communities, written approval from the Department will be sought where maintenance will or is likely to result in any changes in the

configuration of the premises.

Other Modifications

Requests for minor modifications (such as grab rails, security lighting, alarms, internet or telecommunications connections and similar non-structural works) must be submitted in writing using the approved DMIRS Form 26 – Request to Lessor to Make Minor Modifications.

Where approved, all costs associated with minor modifications will be the responsibility of the tenant or their support agency.

All approvals, conditions and agreements relating to modifications will be documented and retained on the relevant tenancy and property files. Any conditions attached to approval will be clearly communicated to the tenant.

Legislation and Compliance

This policy operates in accordance with the Residential Tenancies Act and any other relevant legislation, funding agreements and regulatory requirements.

Implementation, Review and Amendments

Responsibility for the implementation of this policy rests with Alliance Housing management.

This policy will be reviewed periodically to ensure it remains current, effective and compliant with legislative and operational requirements.

Date of Amendment	Amended By:	Amendments	Board Approval Date	Status
AH-TCCP	Elysian Consultants	New Policy	13/05/2021	Superseded
AH-TCCP	Senior Admin	Review-no changes	17/08/2022	Superseded
AH-TCCP	CEO	Amendments	14/01/2026	Approved