

Transfer - Factsheet

Tenants are allowed to transfer between rooms and properties as required to fulfil their support needs.

Property Transfer in transitional/supported tenancies

A property transfer is when a tenant moves out of one property and into another property. This can be a whole house or bedsit, ie the tenant's address changes.

The support partner notifies our office that the tenant has vacated a room at a particular property and moved into another room in a different property.

During a property transfer, the tenancy is ended and a new tenancy is established. All money outstanding for the old tenancy is payable immediately: If there are no funds available, then a payment agreement must be agreed into.

Bonds will be transferred once the Notice-Of-Termination-By-Tenant requirements have been completed. Any outstanding debts for rent, repairs, cleaning, water usage/levy or other charges will be deducted before the remaining bond amount is transferred. The new bond will commence with your new tenancy.

Room Transfer in transitional/supported tenancies

A room transfer occurs when a tenant moves from one room to another room in the same property, ie the tenant's address does not change.

The support partner notifies Ecclesia Housing that the tenant has vacated one room and moved into another room. It is imperative that this information is recorded and an addendum is placed on the front of the lease and the lease continues.

Property Transfer - General Housing

1. Tenant initiated Transfer

Tenants who wish to apply for a transfer from general housing properties are to do so under the HousingNSW Pathways policies. The appropriate forms are to be completed and the tenant must be eligible for housing under Pathways eligibility criteria. If all eligibility criteria are met, the tenant will be placed on Housing NSW Pathways and maybe housed by another Community Housing Provider or Housing NSW.

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2. Management Transfer

A tenant may need to transfer if Ecclesia Housing determines that the transfer is necessary. Ecclesia Housing will make management transfer decisions in the following circumstances.

Portfolio Management

Ecclesia needs to manage the housing portfolio efficiently: Examples include:

- Ecclesia Housing Limited intends to sell a property or a group of properties, demolish a property or group of properties or redevelop the land the property is on to provide more appropriate housing.
- The property has been designated for occupation by a particular client group such as people over 55 and the tenant/s in the household do not belong to this client group.
- The property is not owned by Ecclesia Housing Limited and the lease with the private landlord has been terminated.
- The property has features such as modifications for people with a disability, which are no longer needed by those living in the property.
- Ecclesia Housing Limited intends to carry out substantial upgrading work on the property and the property needs to be vacant in order for this work to be carried out.
- A property that Ecclesia Housing Limited does not own is deemed substandard and the owner of the property does not intend to improve the property.

Tenancy Management

Ecclesia will transfer tenants if there are problems with the tenancy or its location. Examples include:

- Management of neighbour disputes or social disharmony that involves or affects the household
- The property or its location is unsuitable for the tenant and this negatively impacts a tenancy
- Tenants who are ineligible for a tenant initiated transfer may be eligible for an internal management transfer upon request.
- Ecclesia Housing Limited will consider a management transfer for Aboriginal tenants to have a spare bedroom based on their indigenous status.
- Under/Over occupancy of the property



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Transfer Offers

Once approved for a management transfer, tenants will get 2 reasonable offers of alternative housing. We consider a reasonable offer to be one that matches the number of bedrooms the household size requires, the preferred area (not suburb) and any special needs or medical/disability requirements demonstrated on your application. We do not consider factors such as not liking the suburb, the neighbour's, the look of the property, or any other reason based on personal preference to be valid reasons for rejecting an offer.

NOTE: Offers are restricted to type, size and location of properties Ecclesia Housing Limited has available.

Complaints and Appeals.

Tenants who are not satisfied with any decisions made by Ecclesia Housing relating to transfers can appeal the decision. The appeal process is outlined in our factsheet - Appeals.

If tenants believe that Ecclesia Housing has not followed its policies or has implemented the policies in an unsatisfactory way, they should complain to us. The complaints process is outlined in our factsheet – Complaints.
