

Fact Sheet

TENANCY TRANSFER

TENANT TRANSFERS

A social housing tenant can request a transfer if their circumstances have changed in a way that has caused their current housing to no longer be suitable.

WHO IS ELIGIBLE?

All tenants eligible for social housing are eligible to apply for a transfer, however, the request must be made for a valid reason and will only be approved on the grounds outlined below and in more detail in the Homes North Transfer Policy on our website www.homesnorth.org.

Your Housing Officer will assess your application and you will be advised of the outcome within

20 days. Homes North tenants who wish to be considered for a housing transfer are required to apply and be assessed according to the Homes North Transfer Policy and the Housing Pathways Procedure.

WHAT ARE THE GROUNDS FOR TRANSFER?

In order to be eligible, you must be up-to-date with all your payments and able to provide documented evidence to support your application made for a valid reason, such as:

- being at risk (for example, domestic violence, child abuse or threatening behaviour)
- serious medical condition/disability
- serious or ongoing harassment
- gaining or changing employment



- severe overcrowding
- compassionate grounds
- family breakdown
- tenancy reinstatement.

HOW TO APPLY FOR A TRANSFER?

You will need to fill in the forms obtained from your Housing Manager complete with the relevant supporting evidence, including the Housing Pathways Transfer Supplement and Application for Housing Assistance form

I AM ELIGIBLE – WHAT NEXT?

If your application and supporting evidence deems you eligible for a housing transfer, you will be placed on the waiting list and your wait time will be dependent on your current situation, reason for applying and housing need. Waiting times vary depending on the area you have selected.

APPEALS

Information about appealing declined transfers can be found in the Complaints and Appeals factsheets. Declined transfers can be appealed by submitting an Appeals form stating why you disagree with the decision. If you are unhappy with the outcome of the Homes North appeal

process, you may appeal to the independent NSW Housing Appeals Committee at <http://www.hac.nsw.gov.au/>

WHERE TO GET MORE INFORMATION

For more information or answers to any questions, please visit or contact your nearest Homes North office or contact us by phone or email info@homesnorth.org.au.

For more detailed information refer to the Homes North Transfer Policy on our website at <http://homesnorth.org/transfer-policy-2/>.

| NEED TO CONTACT HOMES NORTH? | |
|------------------------------|--|
| Armidale (02) 6772 5133 | Glen Innes (02) 6732 3652 |
| Gunnedah (02) 6742 0363 | Inverell (02) 6722 5137 |
| Moree (02) 6752 4440 | Tamworth (02) 6766 6897 |
| Coledale (02) 6765 8879 | www.homesnorth.org |