

Transfer Policy

Purpose

The purpose of this policy is to detail the arrangements for transfers by Renters of CatholicCare Victoria Housing Ltd (CCVH) properties.

Scope

This policy applies to Renters who live in properties owned and/or managed by CCVH.

Policy Statement

Eligibility for a transfer

CCVH is a participating registered agency of the Victorian Housing Register (VHR). Renters may be able to apply for a transfer to another social housing property if:

- Their household situation changes.
- Their home is not suitable for their needs anymore.

Renters of CCVH may also be able to apply for a priority transfer on the VHR if they have an urgent housing need. An urgent housing need may include:

- Family violence or threats to safety
- Medical or health reasons
- Over occupancy

Renters must meet the eligibility criteria determined by the Department of Families Fairness and Housing (DFFH) - *Eligibility Criteria Operational Guidelines*, and income and asset eligibility criteria. Eligibility criteria is available on the [Victorian Housing Register website](#).

Applying for a transfer

Renters who wish to transfer must complete a VHR transfer application and provide supporting evidence. This can be completed online using a *myGov* account or at a Department of Families Fairness and Housing (DFFH) office. CCVH do not assess transfer applications, however we may assist Renters to access a transfer application.

Renters who have been approved for a transfer on the VHR may be offered properties from CCVH, DFFH or other participating community housing organisations depending on their preference stated in their application.

Management initiated transfers

CCVH may initiate the transfer of a Renter for management Purposes. Reasons could include:

- Sale or redevelopment of a property.
- The property is not owned by CCVH and the lease with the private landlord has been terminated.
- The property has been targeted to a specific Renter group and the current occupants do not meet this group (for example, people over 55 or people with a disability).
- The property has specific features for people with disability and they are no longer required by the Renter living in the property.
- The property requires significant upgrades, and the property is required to be vacant for several weeks for the work to be carried out.
- To address a serious or ongoing tenancy management issue.
- The property is being under-utilised, for example a single person living in a three-bedroom property. In these circumstances, CCVH will work with the renter to initiate a transfer on the VHR.

Related information

- CCVH Allocations Policy
- CCVH Succession of Tenancy Policy
- CCVH Significant Links Policy
- Housing Act 1983 (Vic)
- Victorian Housing Registrar Performance Standard 1 (Renter and housing services)
- DFFH Victorian Housing Register Operational Guidelines

Transparency and accessibility

This policy will be available on our website.

Version control

Version	#1	Review frequency	Approved: June 2023 Next Review: June 2025
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