

2.3.1.1 Management Transfer

Preamble

Women's Housing Company (WHC) is a community housing association as part of the social housing system in NSW. WHC provides long term housing for single women and medium term housing through support partnerships.

WHC guarantees the following of all landlord responsibilities as stated in the NSW Residential Tenancy Act 1987.

WHC recognises that applicants and tenants needs differ greatly based on past experiences, independent living skills, health and social issues and barriers. As a social housing provider we are committed to provide best quality services at all times. It is recognised that needs and expectations may not always be possible to be met by WHC.

WHC reserves the right to make management decisions regarding the allocation of property and private rental packages, these decisions weigh up the interests of all tenants involved while protecting the aims of WHC as a service provider servicing a specific target group.

POLICY

A **Management Transfer** refers to a decision by WHC to allocate a property to an existing tenant superseding the standard allocation process.

Women's Housing Company can make management transfer decisions on the allocation of property and private rental packages in the following situations:

- To alleviate a housing management issue, usually involving tenant conflict, that is perceived not possible to be resolved in any other way
- To resolve issues of under occupancy
- If a tenant is not going to be able to live in their property through no fault of their own - e.g. if it is being sold or is in a severe state of disrepair
- In approved rehousing cases which involve disputes with neighbours or real estate agents, where the actions or the lack of action of the tenant may have contributed to the dispute. In such cases a management transfer may be preferable to ending the tenancy between the tenant and Women's Housing Company.

WHC Housing Company will make no other offer of rehousing and the tenancy may be terminated through the CTTT. Women's Housing Company will assist with removal costs up to \$300 for all cases where the tenant is required to move due to no fault of their own.

Date developed: 1/1/06

Date/s policy was ratified and/or changed by Board: 28/8/07; 1/03/10

Note: Procedures are designed to guide the implementation of a policy and will be updated on a regular basis as part of ongoing best practice service improvement.

PROCEDURE

Housing workers will identify situations in which a management transfer may be necessary to the Housing Manager submitting a Request for Management Transfer Form.

If the housing situation cannot be resolved through conflict mediation or rehousing, the relevant housing worker needs to submit a 'request for a management transfer form' to the Housing Manager.

The request must contain information on:

- Relevant background information on the tenant and any other parties
- The nature of the housing management issue
- Strategies employed to attempt to resolve the issue
- The proposal of the management transfer in regards to property and timeframe
- Expected outcome/s

The Housing Manager will assess the housing situation based on action taken to date, option of rehousing, deadlines, and any relevant tenancy and property history. The decision will be recorded on the request form and filed in the allocations folder.

If the request is rejected, the Housing Manager will direct the housing worker to implement other actions and strategies. If the request is approved, the Housing Manager will direct the allocation meeting to identify a suitable property.

Termination of Leasehold properties

Women's Housing Company leases properties from the private market and cannot guarantee that we will be able to lease these indefinitely. Sometimes we are issued with Termination Notices and are required to vacate the premises. The most common reason for this is the sale of the property.

Women's Housing Company will transfer these tenants to another leasehold property via a management transfer to guarantee termination timeframes received by WHC are followed.

Tenants are advised of the Termination Notice received by Women's Housing Company from the relevant Real Estate Agent. A copy of this notice will be passed on to the tenant with a separate termination notice issued by WHC to the tenant, this is a legal requirement.

Rejection of Management Transfers

If a Management Transfer is rejected by the tenant, Women's Housing Company is unable to meet the housing needs of the tenant and the tenancy is terminated.

Approval for Management Transfer

In all cases when a management transfer has been approved, the tenant is advised in writing about the reasons for the decision by the housing worker.

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The letter will state that the management transfer consists of one offer only. That if rejected Women's Housing Company will be required to terminate the tenancy relationship with WHC altogether.

The housing worker will identify an alternative property. The housing worker will endeavour to identify a property within the same Allocation Zone as the tenanted property at the time the management transfer is made, however this may not be possible in all instances. The identified property may be a leasehold or a capital property.

While the housing worker will aim to find a property similar to the property which the tenant will be moving out of, this may not always be possible. Once a new property has been identified, the housing worker will issue the management transfer offer letter via the TMS database, offer window.

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