

# Tenancy Transfers

## What is a Transfer?

If your circumstances change and your home no longer meets your needs, you can apply for a transfer to another property in NSW managed by either the Women's Housing Company (WHC), Department of Communities and Justice (DCJ) or another community housing provider.

## Who is Eligible for a Transfer?

As a NSW social housing tenant, you can apply for a transfer, so long as you continue to meet social housing eligibility criteria, as detailed in the [DCJ Eligibility for Social Housing Policy](#).

## Valid Reasons for a Transfer

Transfer applications are only approved if you have a valid reason (with supporting evidence) such as one of the following:

- **At Risk**

Your current home or location is unsafe because of domestic violence, elder abuse or child abuse.

- **Medical condition or disability**

A move of home or location will assist you to manage a medical condition or disability.

- **Family breakdown / separation**

A serious breakdown in the household relationship, requiring separate housing.

- **Harassment**

If you are suffering serious and ongoing harassment, you should try to resolve the issue through the police, Community Justice Centres or other support agencies. Transfer applications must show that these options have been tried first.



- **Employment**

If you are offered employment in a location that is impractical or unreasonable to travel to, excluding seasonal or temporary work.

- **Under-occupancy**

If you have more bedrooms than your household requires; this generally applies when someone moves out.

- **Overcrowding**

If there is an increase in your household numbers and your home has fewer bedrooms than you would otherwise be entitled to, depending on the number, age and gender of household members.

- **Compassionate reasons**

If you need to move closer to personal support networks or special facilities that are not available in your current location.

- **Tenancy re-instatement**

If you need to leave your home quickly without giving notice, such as being under duress, moving into residential care or entering custody.

## How Do I Apply for a Transfer?

You need to complete some forms and provide evidence to show how and why your current home or location no longer meets your needs.

The forms listed below are available on the DCJ Housing Pathways website or you can contact our office for copies.

The [Application for Transfer Community Housing Tenants Only – CH3003](#) asks for your identification and contact details, demographic details such as main language, and your income and assets information. The form asks for information about your current living situation and your changed housing needs.

If you are seeking a transfer because of a medical condition or disability, you and your health care professional must complete the [Medical Assessment Form](#), to provide information about your medical condition or disability, and how your current home is no longer suitable.

The [Evidence Requirements Information Sheet](#) contains a list of the documents needed for each question on the forms where evidence is required to support your transfer application.

Call our Customer Service Team if you need assistance with understanding the process, the forms or the evidence requirements.

**Send the completed forms and supporting documents to our office by email or by post.**



## What Happens Next?

Our Customer Service Team will assess all the information you provide in accordance with the [DCJ Social Housing Transfer Policy](#). We may need to speak with you to clarify some information.

We will write to you with the outcome.

If you are not eligible for a transfer, our letter will explain why.

If you are eligible for a transfer, your application will be added to the NSW Housing Register.

The waiting time for an offer will depend on several factors, including:

- the reason you are seeking a transfer, and the applicable priority given to your application,
- the number of social housing properties in your selected location,
- the number of suitable properties that become vacant in your selected location,
- the number of approved applicants needing the same type of housing in your selected location,
- the number of applications approved for priority housing that are placed above applications that do not qualify for priority.

Estimated waiting times by housing type and location are published on the [DCJ website](#).

## What if I Disagree with the Decision?

If you believe the decision we made regarding your transfer is incorrect, please call our office to discuss your concerns.

If you still believe the decision to be incorrect, you can lodge an appeal – refer to the [WHC Appeals Factsheet](#).

## More Information

If you need more information about applying for a transfer, please call our office during business hours on 9281 1764 or send us an email to [Contact@womenshousingcompany.org](mailto:Contact@womenshousingcompany.org)