

# VCCH - TENANCY MANAGEMENT - HOUSING TRANSFERS PROCEDURE

<b>Name of Procedure:</b>	VCCH Tenancy Management – Housing Transfers Procedure
<b>Approval Authority:</b>	Group CEO
<b>Date effective:</b>	14 May 2026
<b>Due to be reviewed:</b>	14 May 2029
<b>Accountable Officer:</b>	EGM Housing and Property Strategy
<b>Responsible Officer:</b>	Head of Housing & Partnerships
<b>Procedure applies to:</b>	VincentCare Community Housing

## 1. Purpose

1. The purpose of this Procedure is to establish VincentCare Community Housing’s and VincentCare Victoria (VCCH) approach to housing transfers

## 2. Scope

- 2.1 This Procedure applies to VCCH.
- 2.2 This Procedure applies to all renters managed by VCCH. For the purpose of this Procedure , the term ‘renter’ is inclusive of the term ‘resident’.

## 3. Policy

- 3.1 VCCH Tenancy Management Policy

## 4. Procedures

- 4.1 In keeping with the principles articulated in the Tenancy Management Policy, VCCH shall respond to changes in renters’ circumstances in a way that is ethical, lawful and supportive and which minimises the likelihood of a return to homelessness.
- 4.2 VCCH recognises that circumstances change and is committed to working with renters to enable access to housing appropriate to their needs. This may include:
  - a) supporting renters who are experiencing family violence;
  - b) assisting renters and household members when there is a relationship breakdown;
  - c) managing occupancy in line with property size; or
  - d) dealing with the death of a renter.

## **Family violence**

- 4.3 VCCH is committed to supporting any person experiencing family violence, recognising that it is a multifaceted social issue arising from a combination of structural, relational, and individual factors, and it manifests in diverse ways, affecting people differently and involving a range of perpetrators.
- 4.4 Where family violence has occurred or is occurring in a property, VCCH shall prioritise the housing needs of the person experiencing family violence and their dependant household members.
- 4.5 VCCH will support people experiencing family violence to remain in the property if appropriate.

## **Household breakdown**

- 4.6 In cases of household breakdown, the Primary renter and their dependants (where applicable) will be assisted to remain in the property if appropriate.
- 4.7 VCCH will seek to locate an alternative property for the secondary renter or make an appropriate referral to an alternative service.

## **Under-occupancy and overcrowding**

- 4.8 VCCH utilises the Housing Size Guidelines contained in the DHHS Allocations Manual: Matching Clients with Housing. It is a guide only and VCCH reserves the right to decide based on available properties to meet the renter's need.

## **Departure or death of a Primary Renter**

- 4.9 When the Primary Renter of a property departs permanently or dies, VCCH staff shall assess the tenancy status and support needs of any remaining household members in the property, in line with the occupancy and eligibility requirements. A determination will then be made as to whether:
  - a) the other household members can remain in the property;
  - b) relocation to an alternative VCCH property is required; and/or
  - c) the primary? renter requires support to relocate to a property external to VCCH.

## **RENTER-INITIATED TRANSFERS**

### **Transitional Housing**

- 4.10 Renters who may wish to transfer to a different property during their tenancy are required to engage the assistance of their support worker.
- 4.11 The support worker must refer to the Housing & Support Partnership Agreement and advocate on the renter's behalf in writing.

- 4.12 Circumstances in which a voluntary property transfer request may be approved are:
- a) Risk of or experience of family violence;
  - b) Violence and serious threats from neighbours, associates or co-renters (including violence or threats related to protected attributes such as race, disability, gender identity, sexual orientation or intersex characteristics);
  - c) Significant change to household size; and/or,
  - d) Significant mental and physical health concerns which are exacerbated by the property or location.
- 4.13 The Housing Manager will consider transfer requests that meet the criteria above.
- 4.14 The Housing Manager will assess the transfer request against the Housing Plan and any exemptions listed on the Housing Application

### **Long Term Housing**

- 4.15 Renters seeking a transfer must apply through the Victorian Housing Register. Renters seeking a transfer will need to meet transfer eligibility requirements of the Victorian Government. See Housing Victoria website - VHR Priority Transfer Guidelines.

### **Transfer Eligibility**

- 4.16 Transfer applicants must also meet additional VCCH criteria, including:
- a) rent payments being up to date,
  - b) the property the renter is transferring from being maintained by the renter in a good condition
  - c) no recent history of anti-social behaviour/VCAT action.

### **Transfer Conditions**

- 4.17 For property transfers made at the request of renters the following applies:
- a) Renters are required to pay any associated removal costs;
  - b) Renters are responsible for ensuring the vacated property is left in a clean and tidy condition;
  - c) Keys to the relinquished property must be returned to VCCH within two business days of the sign-up; and
  - d) The renter must agree to repay any property damage identified in the vacated property.

### **VCCH initiated renter transfers**

- 4.18 VCCH will undertake transfers of renters between properties when required, acting within the parameters of the Residential Tenancies Act and observing the principles of the Victorian Charter of Human Rights.

4.19 VCCH initiated transfers may be necessary when:

- a) A leased transitional housing property is required to be handed back to the Lease Management Team (LMT).
- b) A property becomes uninhabitable/requires major refurbishment, storm or fire damaged or is to be demolished or sold.

## Communication

4.20 VCCH will provide clear information to renters on this procedure.

4.21 All transfers will be subject to alternative accommodation availability.

**Table 1 – Summary of Roles and Responsibilities**

Role	Responsibility
Support Worker	Upon renter's request for a property transfer, support worker must refer to the Housing & Support Partnership Agreement and advocate on the renter's behalf in writing.
Head of Housing and Partnerships	Consider transfer requests according to criteria outlined in this Procedure  Assess transfer request against the Housing Plan and any exemptions listed on the Housing Application

## 5. Legislative and Regulatory Obligations and Quality Alignment

5.1 This Procedure supports SVDPV's alignment with the following legislation or quality standards:

- a) [Housing Act 1983](#)
- b) [Residential Tenancies Act 1997](#)
- c) [Performance standards for registered housing agencies](#)
- d) [Rainbow Tick Standards - 3rd edition](#)