

POLICY 1.10 TRANSFERS

OVERVIEW

This policy talks about how ILV will manage moves (transfers) between properties.

It applies to all residents living in ILV properties and all tenancies managed by ILV (we, our, us).

WORD LIST

Tenancy Tribunal: An independent body which deals with certain kinds of disputes between landlords and tenants.

In NSW it is the NSW Civil and Administrative Tribunal.

POLICY

Transfers are when a resident moves from one ILV property to another ILV property.

This policy covers what happens if:

- You want to move from where you currently live to another ILV property
- We ask you to move from where you currently live to another ILV property.
- What you can do if you are not happy with our decision about a transfer.

YOU WANT TO MOVE TO ANOTHER PROPERTY (RESIDENT REQUESTED TRANSFER)

You may want to move to another property because:

- You have special needs and we cannot modify the property to meet those needs
- The size, location or type of property no longer meets your needs
- There are serious neighbour disputes that have not been resolved.

Contact us (phone or writing) and tell us why you want to move.

Give us any information that might help us understand why you want to move and what type or property you are looking for. Information may include:

- Report from a doctor, Occupational Therapist and/or other health care providers
- Police report
- AVO
- Report from Support Service Provider/s

We will consider your request if your rent payments are up to date and you have no other outstanding debts.

We will consider the need and urgency for a transfer. We may give priority to transfers where:

- You are in an 'At Risk' situation
- There is ongoing conflict at the property where you live e.g. disputes between neighbours
- Your current property does not have the features you need

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- Another property may improve your independence, health and/or quality of life.

WHAT HAPPENS AFTER YOU APPLY?

If we approve your request:

- We will tell you about other properties currently available and arrange for you and/or others such as an Occupational Therapist to visit
- Work with you to set a move in date for the new property and ask you to sign a new tenancy agreement
- You will need to organise and pay for any removal costs.

We will talk to other housing providers if we don't currently have any suitable properties

WE ASK YOU TO MOVE TO ANOTHER PROPERTY (ILV REQUESTED TRANSFER)

We may ask you to move to another property if:

- We rent the property you live in and the owner ends the lease or wants to sell the property
- You need features in your property that we cannot provide e.g. we cannot modify the property to install those features
- There is a serious ongoing neighbour dispute
- Other Changes in circumstances that impact on suitability to your current property of tenancy

WHAT HAPPENS

We will write to you and explain why we are asking you to move

We will tell you when you need to move out (notice period). We will give as much notice as possible. This may depend on the circumstances e.g. if a rented property is sold

We will work with you to find another property.

- If we do not have any suitable properties, we will speak to other housing providers about any properties they may have
- If we have suitable properties, we will offer you two choices. If do not want to move to either of them, we can issue a notice of termination

Once you agree to a new property, we will ask you to sign a new tenancy agreement.

We will work with you to agree on a move in date and organise a removalist.

- We will pay the removal costs up generally up to a cost of \$350
- We will not pay removal costs if your tenancy was terminated due to a breach of the tenancy agreement or you did not move out by the end of the notice period (and we have an order from a Tenancy Tribunal for termination/vacant possession).

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Independent Living Villages Ltd And Controlled Entities (ILV)



IF YOU ARE NOT HAPPY WITH OUR DECISION ABOUT A TRANSFER?

If you are not happy with the decision/s we make about you moving to another property you can:

- Speak to our staff about why we made that decision
- Ask for a review of the decision (Refer to ILV Policy 1.4 Appeals)

RELATED POLICIES, LEGISLATION OR OTHER RESOURCES

Policies

- ILV Policy 1.4: Appeals

Resources

- Disability Housing Information line 1800 843 929 or email housinginfo@pwd.org.au Information for people living in SDA properties and their supporters

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