

Tenancy Transfer Policy

Document Details	
Document ID	AHL-178
Version	2.0
Status	[Approved / Under Review / Superseded / Cancelled]
Status Date	November 2025
Next Review Date	November 2027

Purpose

Advance Housing (AHL) may require a tenant to move to another property managed by AHL for operational reasons or a tenant may apply for a transfer to another property within AHL's portfolio. This policy outlines the criteria used by AHL to determine when/how a tenancy is transferred to another property.

Scope

This policy applies to tenancies managed by AHL, including social housing, affordable housing, transitional housing, student housing, and supported housing tenancies.

Policy Statement

AHL will only alter tenancy arrangements in accordance with its responsibilities under the Residential Tenancies Act (1987) and Regulations, and in accordance with AHL policy. AHL will only require a tenant to relocate for legitimate reasons related to the management of a tenancy or the property portfolio.

AHL Initiated Transfers

AHL may initiate transfers in the following circumstances:

- Under occupancy
- Severe overcrowding
- The property configuration is not suitable for the tenant or has specific modifications that are no longer required by those living in the property

- Neighbourhood disputes
- Portfolio management purpose relating to the management of a particular tenancy or AHL's property portfolio e.g. sale, substantial upgrade or redevelopment of a property.

Tenant Initiated Transfers

Tenants may request to be relocated within AHL's property portfolio to better meet their needs. Reasons for tenant-initiated request may include:

- Severe overcrowding
- The property configuration is not suitable for the tenant or they now require specific modifications to function within the property
- Neighbourhood disputes
- Personal Safety requirements (including FDV)
- Access to supports and medical services

What areas can AHL relocate a tenant to?

For both AHL triggered and tenant-initiated relocations, where possible and appropriate, AHL will offer to relocate tenants within their current locality.

What is a reasonable offer?

Once a tenancy relocation has been deemed appropriate a reasonable offer of a new tenancy will be made to the tenant. An offer is deemed reasonable if it will meet the tenant's known housing and locational needs, and allows continued access to services, based on the balance of information provided by the tenant during the relocation assessment.

Evidence to support tenant-initiated request for relocation

A tenant must provide adequate evidence to support their request to for relocation. The documentation will vary according to the nature of the tenant's situation with consideration given to any disability or medical condition, mental health diagnosis and personal and community safety. Evidence sources can include written reports from:

- A medical specialist
- A health worker such as a community nurse, occupational therapist or physiotherapist.
- A psychiatrist or mental health worker.
- Support organisations such as a home care service, home nursing service, aged care assessment team, community centre or neighbourhood centre.

Letters or reports from health professionals and support services should include:

- The length of time the tenant has required alternative housing arrangements and the key reasons why a relocation should be considered by AHL.
- Possible impacts if a relocation is not granted.

Tenant rejection of a reasonable offer for relocation

If an AHL tenant rejects a reasonable offer of alternative social housing, AHL will undertake a final check to confirm that the offer made to the tenant considered all of their known housing needs and were consistent with the entitlements set out in the tenant's Application for Transfer.

AHL uses the same criteria as Department of Housing and Works to guide its approach to reasonable offers and rejection of offers in relation to transfers for management reasons. For more information about the criteria AHL applies to decide if an offer is reasonable, see the AHL020. Allocation policy.

Tenants who have been approved for a tenant-initiated transfer will receive one reasonable offer of alternative accommodation. If all reasonable offers of alternative housing are rejected, AHL will remove the applicant from the transfer waitlist and their tenancy shall remain in place at the existing property under the existing terms.

For AHL initiated transfers, only one offer of alternative housing will be made. If a reasonable offer of alternative housing is rejected, AHL will issue a sixty (60) day Notice of Termination subject to any other provisions with the RTA and the tenant's lease.

Assistance with the relocation process

Where the relocation is AHL initiated, AHL will provide practical assistance to relocating tenants where it is appropriate and necessary for helping the tenant and their household to relocate. AHL will assess each tenant's situation on a case-by-case basis and decide on any financial support based on the individual circumstances of the tenant.

Where the AHL approved relocation is tenant-initiated all relocation costs will be the responsibility of the tenant.

Paying rent after relocation

AHL Tenants who are relocated to another property managed by AHL will be charged rent in accordance with the relevant AHL policies and government requirements.

Appeals and review of decision

Any AHL decision made under this policy is appealable. If a tenant is not satisfied with a service provided by AHL or does not agree with a decision it has made, they can ask for a formal review. AHL's AHL142. Complaints Handling Policy & Procedure outlines the complaints/appeal process. Please note, Tenants cannot appeal a decision to decline a transfer to a specific property.

Responsibilities

It is the responsibility of:

Employees to ensure they comply with this policy.

Employees to identify and report potential issues to Management.

Employees with related tasks to ensure they have a comprehensive understanding of this Policy, related Legislation and Documents as it relates to their roles.

Team Leaders and Management to oversee compliance, monitoring and review of this Policy.

Related Legislation and Documents

Privacy Act 1988

Residential Tenancies Act 1987

Community Housing Allocations Policy

Community Housing Eligibility Policy

Equal Opportunity Act 1984

AHL142. Complaints Handling Policy & Procedure

AHL020.Allocation Policy

Approval and Review Details

Approval and Review	Details
Approval Authority	CEO
Administrator(s) – overall responsibility for compliance, monitoring & review	Housing Services Manager
Next Review Date	November 2027

Policy History

Review Date	Doc. Version	Details	Reviewed by	Date Approved
29/10/2019	1.0	New policy	Tamara Belfield, Housing Services Manager	1/11/2019
13/12/2021	1.0	Review by CEO and HSM	T Belfield and J Lysaught	13/12/2021
November 2025	2.0	Review and updated	John McKeon HSM & John Lysaught CEO	November 2025