



Servants Community Housing Limited

ABN: 86 623 370 034

Resident Transfer Policy

Purpose

Servants Community Housing is passionate about housing vulnerable individuals well in communities and neighbourhoods. We know that residents are happiest when they have meaningful opportunities to positively engage with those living around them.

We realise that there are a variety of reasons that might cause a resident to want to move from one Servants house to another. This policy outlines a resident's rights in regards to transferring between rooms or houses and reasons as to why this might occur.

We are committed to aligning our Resident Transfer Policy with the Victorian Charter of Human Rights and Responsibilities. Residents can expect us to inform them of all their rights and channels of support during any transfer or succession process.

Definitions

Staff member - the CEO, Tenancy Manager, House Manager, Operations Manager or Assets Manager

Policy

Servants Community Housing will consider transferring a resident if it becomes obvious that their housing needs are no longer met by their particular room or house.

We may consider a resident transfer to another room or house for the following reasons:

- When a resident has a medical condition that requires a change in room or house
E.g. having an ongoing injury that requires a resident to avoid stairs
- When a resident living in particular room or house causes harm to their wellbeing or the wellbeing of others
E.g. having ongoing conflict with another resident or residents that, despite efforts to be resolved, continues to impact on the wellbeing of one or more residents involved
E.g. no longer wanting to live in a house where alcohol is allowed
- When a resident wants to live more independently
E.g. in a self-contained flat
- When a resident needs regular access to a particular service which is significantly easier to get to from another Servants house
E.g. having regular appointments at a certain clinic

Documented evidence may need to be presented to a staff member in order to be considered for a transfer. Residents should note that applications for transfer may not be considered if they are deemed to be 'a desire' rather than 'necessity'.

Residents will not be transferred to another room or house without their permission. A transfer will only take place if all affected parties agree to it.

Residents are encouraged to involve their support worker or advocate during any transfer negotiations and raise any concerns they may have.

Related policies

Allocation Policy

Code of Conduct and Conflict of Interest Policy

Complaints and Appeals Policy

Neighbour Policy

Legislation and standards

This policy implements the obligations of Servants under:

- Residential Tenancies Act 1997
- Housing Act 1983 (Vic)
- [Guidelines for Registered Housing Agencies published by DFFH](#)
- Performance Standards for Registered Housing Agencies

Transparency & Accessibility

This policy is available on the Servants Community Housing website www.servants.org.au/policies-and-procedures.

Review

This policy was written in April, 2019. It was reviewed in February 2022. It is rescheduled for review in April, 2023.