



## Resident Transfer Procedure

Servants Community Housing is passionate about housing vulnerable individuals well in communities and neighbourhoods. We know that you are happiest when you have opportunities to positively engage with those living around you. We also realise that there are a variety of reasons that might cause you to want to move from one Servants house to another. We will consider transferring you if it becomes obvious that your housing needs are no longer met by your particular room or house.

[Read our Resident Transfer Policy for more information.](#)

### **1. You inform the House Manager(s) of your situation**

The House Managers are there to maintain a safe, peaceful home environment for all residents. If your circumstances have changed so that you do not feel safe or comfortable living in your particular room or house, the House Managers need to know. Maintaining open communication between House Managers and residents is critical in building a trusting, safe community. Ensure that you are playing your role in your house by informing your House Managers of relevant issues.

An example of a change of circumstance might be needing to be housed on the ground floor due to mobility issues. Another example might be an ongoing conflict with another resident that is causing harm to your and/or their wellbeing.

### **2. If possible, we resolve the situation**

The House Managers are there to maintain a safe, peaceful home environment for all residents. They will listen to your concern and if appropriate, give you strategies for resolving the issue. For example, if your sleep is being impacted by the level of noise from your neighbour/s, we can step in and issue a warning or a breach notice (if it is an ongoing issue).

### **3. You provide us with relevant documentation to support your transfer application**

If there are medical reasons for your transfer application, then you need to provide us with documentation to support this (e.g. a letter from your doctor). Your support worker or advocate can help you with this.

### **4. We make a decision regarding your transfer**

We will take your application, supporting documentation and vacancies into consideration as we make a decision. If we decide to approve your application to transfer to another house, you will be notified and given enough time to vacate your room and move your belongings to your new room.

If we do not approve your application to transfer to another house, you will also be notified. We will outline our reasons in a letter, as well as in a meeting. Your support worker or advocate is welcome to attend this meeting. We are happy to discuss our decision with you. If you are not satisfied with the decision and our reasons, you are within your rights to appeal it.

[Read our Complaints and Appeals Policy and Complaints and Appeals Procedure for more information.](#)

