

Transfers

Policy

In order to meet the changing needs of tenants, Coast2Bay is open to the transfer of tenancy both within its own organisation, with other community housing organisations or to the Department of Housing and Public Works. Where this is possible as vacancies are rare and short-lived

Transfers are dependent on:

- both parties meeting the eligibility criteria of the organisations involved
- availability of stock
- appropriate and adequate evidenced reasons for the transfer
- program capacity at time of request
- cost of transfers
- outstanding debts

A transfer or rehousing of a tenant can also be arranged from one Coast2Bay program to another if the circumstances justify such a move.

Existing tenants may be required to transfer to another property if:

- Household numbers change and the property is either under or over utilised.
- Coast2Bay will attempt to rehouse current tenants of transitional housing if the head-leased property is sold or handed back. Supporting evidence is required with applications for transfer based on the following:
 - Safety the need to be safe from a perpetrator of violence
 - Medical the need to be near medical facilities
 - Family the need to access family support
 - Legal custodial conflicts
 - Cultural the need to access their cultural group
 - Isolation the need to link with like-minded others
 - Educational the need to be near educational facilities
 - Financial the need to be near their workplace

Coast2Bay is to make an offer of transfer if the criteria are met and there is appropriate stock available.

Cost of Transfers:

- Tenant initiated – tenant cost
- Coast2Bay initiated – Coast2Bay cost (agreed contribution)

In some circumstances, Coast2Bay may assist a tenant with cost of removals on a payment plan basis. Such decisions may only be made by CEO/Operations Manager. If a tenant requesting transfer has a current debt to Coast2Bay, their request will not be considered until they have paid at least half their accrued debt and are continuing to make regular repayments (unless in an emergency situation, eg domestic violence).

Tenants that successfully transfer are required to sign a Form 13 Notice of Intention to leave prior to signing their new General Tenancy Agreement. Tenants will have 3 days after signing the new General Tenancy Agreement to return keys to Coast2Bay Housing. Tenants who do not return all keys within this timeframe will continue to be charged rent until the keys are returned. In the event Coast2Bay are required to seek vacant possession through the QCAT process, all associated application costs to the tribunal will be charged to the tenant.