

Allocations manual

Priority transfers:

Stock utilisation and Uninhabitable housing

Allocations manual

Priority transfers:

Stock utilisation and Uninhabitable housing

To receive this publication in an accessible format, contact your local office, using the National Relay Service 13 36 77 if required.

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Department of Health and Human Services August 2016.

This work is licensed under a Creative Commons Attribution 3.0 licence (creativecommons.org/licenses/by/3.0/au). It is a condition of this licence that you credit the State of Victoria as author.

Available at www.dhs.vic.gov.au

Contents

- Definitions7**
- Priority transfers policy7**
- Introduction7
- Consent for stock utilisation transfers7
- Payment of relocation costs7
- Priority transfers: Stock utilisation and Uninhabitable housing procedures8**
- Human rights considerations8
- Stock utilisation8
- Uninhabitable housing9

Definitions

Refer **Introduction and conditions of public housing offers** chapter of this manual

Priority transfers policy

Introduction

Refer the register's **Priority transfers: Stock Utilisation and Uninhabitable housing operational guidelines** for information about other priority reasons under the Priority transfers category.

Refer **Relocation manual** related to Priority transfer reasons: Move out of property, Move back to redeveloped area.

The Priority transfers: Stock utilisation and Uninhabitable housing chapter is to be used in conjunction with the Victorian Housing Register's (the register) **Eligibility policy framework and operational guidelines**.

This chapter addresses Priority transfer reasons:

- Stock utilisation
- Uninhabitable housing.

Consent for stock utilisation transfers

The department will generally only transfer a tenant as a stock utilisation transfer where they agree to the transfer. If they do not agree to the transfer, they can remain in their current housing.

If tenants agree to transfer and their current tenancy commenced prior to 17 November 1997, they retain their current tenancy conditions on transfer.

Payment of relocation costs

Refer **Relocation manual**

The department may pay the costs for tenants relocating as a stock utilisation transfer.

Relocation costs are generally not paid in the case of uninhabitable housing, or where the tenant of a movable unit must relocate, unless the housing was made uninhabitable due to a failure by the department to maintain the property.

Costs may include electricity and gas connection fees, mail redirection and the removal of household items where the department has requested the tenant to relocate as referred to in the **Relocation manual**.

Telephone connection fees are also paid where the tenant already has a telephone at their current property.

Priority transfers: Stock utilisation and Uninhabitable housing procedures

Human rights considerations

In deciding what action to take, staff will consider the potential impact of proposed action taken through these procedures on the person's (and their household's) rights under the **Charter of Human Rights and Responsibilities Act (2006)**.

Any person taking action in line with these procedures must:

- understand the objective and rationale of the actions they are taking under these operational guidelines
- consider the impact of proposed action on the person's Charter rights
- consider whether the proposed impact is balanced and proportionate and necessary to achieve that objective, and
- choose the least restrictive measures available.

The [Charter of Human Rights and Responsibilities – A guide for Victorian Public Sector Workers](http://www.humanrightscommission.vic.gov.au) is available at <www.humanrightscommission.vic.gov.au>

Stock utilisation

Households to be considered for Priority transfer reason Stock utilisation are to be identified by checking:

- property size against household composition for high demand stock types
- transfer applicants' household composition
- transfer applications when they are submitted
- rebate applications when they are submitted.

Transfers for stock utilisation

Establish whether there is a greater demand for the tenant's existing housing compared to the location(s) they have requested or are interested in. If necessary, contact the relevant local office that manages the area requested by the applicant to determine the general level of demand for housing.

Tenants who have not lodged an application for transfer

Conduct a home visit or write to the tenants who have not lodged an application to transfer asking them to contact the office. Once contact is made, determine if the tenant is interested in transferring and whether the stock type, size and location they wish to transfer to, is likely to become available within a reasonable timeframe. Provide the tenant with a copy of the register's application form to complete and return. Explain the documentation required to assess the application.

Confirm their preferred area/s and if they have any special accommodation requirements.

Tenants who have lodged an application for transfer

For tenants who have already lodged an application to transfer, establish if the area they wish to transfer to is less in demand than that of their current housing. Information on [limited demand properties](http://www.dhs.vic.gov.au) is available at <www.dhs.vic.gov.au>

Obtain approval from the Tenancy and Property Manager (VPS5 or above)

Prepare a report providing details of the proposed transfer and the reason/s and benefits of the proposal. It may be necessary to include some or all of the following details in the report:

- the number of bedrooms in the applicant's existing housing and the number they are eligible for
- the demand for the tenant's existing housing and the demand for their preferred location area
- approximate waiting times if the applicants were approved for a priority transfer.

Submit the report to the Tenancy and Property Manager (VPS5 or above) for consideration and approval.

If authorised by the Tenancy and Property Manager contact the tenant and advise them that:

- they have been approved for a priority transfer
- their current tenancy conditions will apply if they agree to transfer.

Write a file note in HiiP via manage enquiry, update their transfer application status in HiiP and check that all documentation is scanned into HiiP and attached to the application.

Place the application on the appropriate register list that matches the applicant's housing size and preferred area/s. Ensure any location or housing type details are included on the file and in HiiP.

Tenants who do not wish to move

Advise tenants who do not want to move that the opportunity to transfer will remain if they decide to move at a later date. Write a file note in HiiP via manage enquiry and leave the application status on the Register of Interest category. No further action is required.

Sign a residential tenancy agreement

If the offer has been accepted, arrange an appointment to sign a residential tenancy agreement.

Advise the tenant that:

- current tenancy conditions apply in their new property
- the relocation costs may be paid by the department. Explain the process for paying these costs.

Make arrangements with the removalist.

Note: A pre-sign up information session may be conducted with the tenant to enable the tenant to ask questions and to fully understand the conditions of the new tenancy. The information session can be held at the time the applicant accepts the offer.

Uninhabitable housing

Arrange with a field services officer to conduct an inspection of the property immediately and to prepare a written report on the condition of the property including:

- the damage sustained to the property
- if the property could be made habitable with immediate repairs
- if the property is not habitable, if it could be repaired and the likely time frame.

If the property is uninhabitable, provide the report to the Tenancy and Property Manager or equivalent recommending immediate transfer of the household.

Identify alternative properties that are currently vacant that the household could move into, and offer these.

Enter the offer details in HiiP and whether the tenant has accepted or refused the offer.

Once the tenant has accepted a property for transfer, provide them with the keys and arrange for a sign up. In some circumstances, the sign-up may occur after the keys are handed over to the tenant. Commence the new tenancy from the date the keys are provided, and terminate the tenancy on the damaged property from the same date.

Note: *If the tenant has an existing transfer application, use this to create the new tenancy. In order to ensure that they retain their transfer application, once the new tenancy has been created, register a new transfer application and backdate the effective date to the date of the application used to create the new tenancy.*

Ensure the account validation process is completed for the terminated account. Where necessary, request that the Accounting Services, Finance Branch reconcile the terminated account and transfer any credit balances from the vacated account to the current account.

Advise the tenant that if property damage occurred as a result of failure by the department to adequately maintain the property, their removal costs will be reimbursed.

If the property is to be repaired, advise the tenant that they will have the option to move back once the repair works are finalised.