

HOUSING TRANSFER POLICY

Purpose

This policy relates to Piper Property Group (PPG) transfers of tenants to other PPG properties.

Policy Principles

All transfers of tenants within properties of PPG are at the discretion of PPG.

Management Transfers

In some instances, PPG may require that a household transfer to an alternative dwelling. In the following circumstances PPG will pay for removal costs (not packing and unpacking):

- Significant modifications or renovations to the property are required
- Redevelopment of the site is planned
- The property is to be sold

In the following circumstances PPG will not pay for removal costs

- The property is under-utilised (for example bedroom numbers) or
- The property is a type not specifically required by the tenant (for example disability modified) and in demand

Where a management transfer is approved, PPG will:

- Give the tenant an appropriate period of notice
- Make an offer of suitable alternative accommodation, when a suitable property becomes available

Discretionary Powers

The Transfer Policy cannot cover every eventuality. In special cases with exceptional needs, the CEO has discretionary power to authorise.

Pathways eligible tenants

If a tenant is eligible for a Housing NSW or Community Housing property and deems their current accommodation unsuitable, they are encouraged to submit an application to Housing NSW via Pathways as a means to resolve their housing issue. PPG will provide support documents to tenants for this process.

Transfer Offers

Each tenant assessed for a management transfer will receive one reasonable offer of alternative accommodation. If this is declined their current dwelling will be charged at market rent.

If the offer is accepted, they will be permitted seven days in which to move without occurring additional rental fees. Any additional time required will incur a daily rental fee equivalent to the weekly rental charge of the property. The tenant will be responsible for the rent on their current property until the keys are returned to Piper Property Group.

Rental Bonds

Where a tenant is being transferred to a property where they have a lodged a rental bond this will be transferred to the new Piper Property Group property. Any funds that need to be retrieved due to the damage to the first property will be added to their Piper Property Group account.

Appealing Decisions

A tenant who is not satisfied with a decision made by Piper Property Group or who believes that Piper Property Group has not followed this policy can appeal using the Appeals Policy.

Version	Date approved	Approved by	Review Due
3.0	August 2018	CEO	August 2019