

TENANCY TRANSFER POLICY

1. Why we need this policy

- 1.1 Launch Housing is a registered Community Housing Provider, regulated by the Victorian Housing Registrar.
- 1.2 This policy details how Launch Housing manages requests for transfers including eligibility requirements, and how Launch Housing initiates management transfers.

2. Who this policy applies to

- 2.1 This policy applies to renters accessing all Long-Term properties owned or managed by Launch Housing.
- 2.2 This policy applies to Launch Housing staff managing these properties.

3. Which Launch Housing properties this policy applies to

- 3.1 This policy applies to all Long-Term owned and managed Launch Housing properties.
- 3.2 This policy does not apply to the following housing programs managed by Launch Housing:
 - i. Transitional Housing Management (THM) Program properties;
 - ii. temporary or Crisis Supported Accommodation;
 - iii. properties managed by HomeGround Real Estate.

4. What this policy includes

4.1 Guiding Principles

- 4.1.1 Launch Housing is committed to:
 - i. Meeting our contractual, legal, and regulatory duties,
 - ii. Consistent and transparent decision making;
 - iii. Making the best use of limited housing resources;
 - iv. Supporting households to meet their housing needs;
 - v. Giving due consideration to human rights and considering the impact of any decisions we make under the Charter of Human Rights and Responsibilities 2006.

4.2 Eligibility for a Transfer

- 4.2.1 Launch Housing is a participating registered agency of the [Victorian Housing Register](#) (VHR). Under the VHR, renters may be able to apply for a transfer to another social housing property if their circumstances change and their home is not suitable for their needs anymore.
- 4.2.2 Households may also be able to apply for a priority transfer on the VHR if they have an urgent housing need.
- 4.2.3 An urgent housing need may include properties that are:
 - i. Unsafe i.e., family violence, structural damage;
 - ii. Unsuitable;
 - iii. A room in a rooming house with shared facilities.
- 4.2.4 To apply for a transfer, renters must meet the eligibility criteria determined by the VHR Eligibility Criteria Operational Guidelines, including income and asset eligibility criteria. Eligibility criteria is available on the [Victorian Housing Register](#) website.
- 4.2.5 Transfer applicants must also meet additional Launch Housing criteria. These include:
 - i. rent payments being up to date;
 - ii. the property the renter is transferring from being in a good condition;
 - iii. no recent history of anti-social behaviour.

4.3 Applying for a Transfer

- 4.3.1 Renters who wish to transfer must complete a VHR transfer application and provide supporting evidence. This can be completed online using a [myGov](#) account or at a [HousingVic](#) office. Launch Housing do not assess transfer applications; however, we can assist renters to access a transfer application.
- 4.3.2 Renters who have been approved for a transfer on the VHR may be offered properties managed by public housing or participating community housing providers depending on the preferences in their application.

4.4 Management Transfers

- 4.4.1 Launch Housing may initiate the transfer of a household for management purposes. Reasons for a management transfer include:
 - i. The property will be sold or redeveloped;
 - ii. The property is not owned by Launch Housing and the lease with a private landlord has been terminated;
 - iii. The property has been targeted to a specific renter group and the current occupants do not meet this group (e.g., over 55 years of age, or people with disability);
 - iv. The property has specific features for people with disability and they are no longer required by the renter living in the property;
 - v. The property requires significant upgrades and the property is required to be vacant for several weeks for the work to be carried out;
 - vi. To address a serious or ongoing tenancy management issue;
 - vii. The property is being underutilised.
- 4.4.2 Launch Housing will work with the renter and their household to initiate a transfer on the VHR. Depending on the circumstances, we may also issue a notice to vacate in accordance with the Residential Tenancies Act 2007 (Vic) (RTA).
- 4.4.3 Under management transfers, renters will be entitled to two (2) suitable offers of alternative housing, and we will try to meet any reasonable household requirements. If the renter declines two reasonable offers of alternative accommodation, Launch Housing might take action to end the tenancy as per Launch Housing's *End of Tenancy Policy*, or revert the weekly rent payment to 74.99% of market rent from the date of last refusal.

5. Who is responsible for this policy

Who is responsible	Key activities
Launch Housing	<ul style="list-style-type: none"> • Manage transfer requests that are compliant with contractual, legal, and regulatory duties, financially sustainable, and support household needs.
Renters	<ul style="list-style-type: none"> • Provide information requests to Launch Housing in a timely manner. • Have a current VHR application.

APPENDIX: ADMINISTRATION

6. Definitions

Term	Definition
RTA	Residential Tenancies Act 1997 (Vic). The principal legislation governing rental housing in Victoria.
VHR	The Victorian Housing Register, the state-wide common application for people seeking public housing and community housing.

7. Related Launch Housing policies

Document name	Description
Allocations Policy	Details how Launch Housing makes allocations to vacant properties in our Long-Term housing portfolio.
End of Tenancy Policy	Details Launch Housing’s arrangements, processes and considerations for ending tenancies.
Family Violence Policy	Details a framework to support Launch Housing to: (a) keep victim survivors, children and young people who have lived experience of family violence safe, and (b) ensure perpetrators of family violence are visible and held accountable for their actions.
Hardship and Temporary Absence Policy	Details how Launch Housing aids renters experiencing significant financial hardship.
Rent Setting Policy	Details how rent is determined for Launch Housing renters.

8. Legislation

This policy meets the following legislative requirements:

Name	Description
Housing Act 1983 (Vic)	Legislation for housing law, which seeks to improve housing administration in Victoria.
Residential Tenancies Act 1997 (Vic)	Legislation that regulates the rights and obligations of landlords and tenants in Victoria.
Residential Tenancies Regulations 2021 (Vic)	Victoria’s 2021 rental laws under the Residential Tenancies Act 1997, which expanded the rights and responsibilities of renters and rental providers, making renting in Victoria fairer and safer.

9. Regulatory / accreditation standards

This policy meets the following regulatory and/or accreditation requirements:

Standard	Standard reference
Housing Registrar Performance Standards	Standard 1: Tenant and housing services (Determining and managing eligibility, allocation, and termination of housing assistance)

10. Amendments to this Policy

This policy may be amended, terminated or replaced at Launch Housing's discretion. This policy will be reviewed, and updated as required, on a periodic basis.

In the event any related State or Commonwealth legislation changes, the legislation/directions will prevail to the extent of any inconsistency with this policy.

Amendments			
Date last approved:	11/10/2024	Date of effect:	11/10/2024
Date last amended:	02/10/2024	Date of next review:	11/10/2026
Owner:	Group Manager, Housing Services	Approver:	Executive Director, Housing Solutions
Audience:	Renters in all Long-Term properties owned or managed by Launch Housing, and staff managing these properties.		

11. Version Control

Version	Effective Date	Amended by	Approved By	Amendment
V1.0	20/5/2015	General Manager, Keeping Housing	General Manager, Keeping Housing	First Version
V2.0	29/03/2019	General Manager, Keeping Housing	General Manager, Keeping Housing	Amended to bring in-line with VHR and Housing Registrar compliance.
V3.0	29/03/2021	General Manager, Keeping Housing	General Manager, Keeping Housing	Updated terminology as per RTA Changes.
V3.0	11/10/2024	Group Manager, Housing Services	Executive Director, Housing Solutions	Updated Guidelines.