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## Transfers

As an NCCH tenant, you can apply for a transfer to another property, if your home is no longer suitable for your needs.

**Priority transfers** include those that require a transfer on the basis of:

- 'At-risk' factors, such as domestic violence.
- Under-occupancy.
- Medical condition and/or disability.
- Extreme and ongoing harassment.
- Employment.
- Compassionate grounds.
- Severe overcrowding.
- Family breakdown/separation.
- Tenancy reinstatement.
- Moderate overcrowding.

## Management transfers

Often NCCH, for management reasons, will seek to relocate tenants who do not otherwise meet the Housing Pathways policy for a transfer, including situations where:

The transfer of the tenant is justified on tenancy management or community improvement grounds. Examples would include:

- The tenant has caused or been the victim of severe nuisance and annoyance;
- Relocating the tenant/s is deemed to be the only reasonable solution to social or cultural dismay within the neighbourhood that directly affects the tenant/s.
- It is in the best interests of a formal supported housing agreement (with an external support service provider) for the client/tenant subject to transfer to alternative housing;

- A tenant has been forced to relinquish a series of headlease tenancies (through no fault of their own);
- The tenant no longer meets the criteria of a NCCH Local Allocation Strategy in place for the dwelling or local precinct

The transfer of the tenant assists NCCH to respond to changing property (type or locational needs) or assists the organisation to improve its portfolio management:

- A headlease property needs to be relinquished, either upon request of the current property agent/owner or where a property fails to meet the standard of accommodation required by NCCH;
- It is in the best business interests of the organisation to effect a tenant transfer, including in situations where a tenant seeks to move to a higher demand to lower demand;
- The household size at a tenancy has decreased and the property is currently under-occupied and could be better utilised by an applicant or other tenant of NCCH;
- It is the objective of NCCH to return or redevelop the tenant's current property as part of its asset management and property improvement strategy.

## Who is eligible for a transfer?

If you are eligible for community housing, you are eligible to apply for a transfer.

However, transfers are only approved if you have a valid reason, such as listed above.

## How do I apply for a transfer?

You need to fill in a Transfer Supplement (Community Housing tenants only), available from your local NCCH office.

You also need to attach supporting evidence including evidence that your household income does not exceed the income limits for community housing.

Centrelink can advise NCCH about the Centrelink payments received by each person who participates in the Income Confirmation Scheme. Each person who does not participate in the Income Confirmation Scheme must show proof of all income, such as:

- Current Centrelink or Department of Veterans Affairs statement.
- Completed declaration for each person who receives any income through casual, part-time or full-time employment.
- Current profit-and-loss statement of the latest taxation return for each person who is self-employed.
- Letter or statement from a superannuation fund confirming the amount received for each person.
- Letter or statement from the respective government of each person who receives an overseas pension, confirming the amount received.

NCCH will assess your need for transfer based on the information in your application and any supporting documentation that you provide.

## What happens if I am eligible for transfer?

If you are eligible for transfer, your name will be added to the NSW Housing Register. The waiting time will depend on the reason you are seeking transfer and the number of suitable properties that become vacant in the required location.

## Reimbursement of relocation expenses

All tenants transferred within NCCH are eligible to claim a single payment from NCCH, not exceeding \$250, to assist in their relocation.

Tenants making such a claim are not required to substantiate any actual costs incurred in their relocation.

This reimbursement is not available to a tenant who is not being transferred from one NCCH managed property to another NCCH property.

## Relinquished Headlease Housing (Management Transfers)

NCCH is committed to providing long-term and secure accommodation. However, it is recognised that as NCCH has a high proportion of housing stock as headlease accommodation; NCCH has a limited capacity to ensure an ongoing tenancy for most of its headlease tenants.

Where a headlease property needs to be relinquished by NCCH, NCCH will endeavour to locate appropriate accommodation for the tenant that meets their current housing need prior to the expiration of the agreement for the previous property.

## I need to live in a particular type of housing.

Any medical information you provide will be considered before deciding which properties are likely to be suitable. If you have special housing requirements due to an enduring medical condition, disability or permanent injury, you need to provide documented proof. This could be a Medical Assessment form, completed by a health professional or an occupational therapist's report. Medical Assessment forms are available from your local NCCH office.

## What happens if my locational preference is not approved?

If your request for housing in your preferred location is declined, you will be offered accommodation in another area that meets your housing need. Any special housing needs you have are taken into consideration.

## What if I owe money to NCCH?

Before you are offered housing, NCCH will check all your accounts to see if you owe us any money. Generally, if you owe NCCH any money, you will need to repay the amount before you are offered housing.

## How many offers will I get?

NCCH will make up to two offers. We try to ensure that the first offer you receive matches your housing needs, based on the information you provided, and the availability of accommodation.

If you reject the first offer, you are unable to accept it at a later date if you consider the second offer unsuitable.

## What if I am not eligible for transfer?

If you are not eligible for transfer, NCCH will advise you in writing that your application for transfer has been declined.

## Appeals

If you disagree with our decision, you should first discuss your concerns with a Tenancy Manager.

The next step if you still believe that we made the wrong decision is to ask for a formal review of the decision.

For information on how reviews work, contact your local NCCH office for a copy of the factsheet on Appeals.