

Changing Needs Policy

Introduction

This policy explains how Veteran Housing Australia (VHA) will manage the changing needs of tenants. This includes assessing an application for transfer by a tenant due to a change of circumstances or when VHA needs to relocate a tenant for management purposes.

Principles of VHA Changing Needs Policy

TENANT TRANSFERS

A tenant transfer is any transfer that the tenant initiates to another VHA property. The tenant must contact VHA in writing with supporting documents to request a property transfer and VHA staff will assess if this tenant meets the criteria to transfer.

To meet the criteria the tenant must have fully repaid any outstanding rental accounts, be up to date with their current rental accounts and have satisfactory property care and no tenant damage to the property.

When a tenant applies for a transfer, they must be able to show their circumstances have changed and that their current property or location is no longer suitable for their housing need. Or they must show that moving will resolve or improve their current situation.

Tenants must be able to meet the transfer assessment criteria for one of the following grounds:

- 'At risk'
- Family re-unification
- Medical condition and/or disability
- Serious and ongoing harassment
- Uninhabitable housing
- Employment
- Compassionate grounds
- Severe overcrowding
- Family breakdown/separation
- Tenancy reinstatement

Tenants who are approved for a transfer will work with VHA staff to determine the appropriate property to suit their needs. Where a property is not available, VHA may assist the tenant in finding suitable accommodation using the Victoria Housing Register.

MANAGEMENT TRANSFERS

VHA may initiate the transfer of a tenant for management purposes. Reasons could include:

- Sale or redevelopment of a property
- The property is not owned by VHA and the lease with the private landlord has been terminated
- The property has been targeted to a specific tenant group and the current occupants do not meet this group
- The property has specific features for people with a disability and they are no longer required by the tenant living in the property
- The property requires significant upgrades and the property is required to be vacant for several weeks for the works to be carried out
- In order to address a serious or ongoing tenancy management issue
- The property is being underutilised, for example a single person living in a three-bedroom property

In these circumstances, VHA will work with the tenant to initiate a transfer.

HUMAN RIGHTS CONSIDERATIONS

In deciding what action to take, VHA employees must give proper consideration to the relevant human rights in accordance with the Charter of Human Rights and Responsibilities Act 2006 s38(1) (the Charter).

This consideration should include the potential impact the proposed action they are undertaking through this policy may have on the person's (and their household's) rights under the Charter.

Related legislation

EXTERNAL LEGISLATION AND FRAMEWORKS

Housing Act 1983 (Vic)
Residential Tenancies Act 1997
National Community Housing Standards
National Regulatory Code
Victorian Regulatory Framework
Housing Appeals Committee Charter
Victoria Charter of Human Rights and Responsibilities Act 2006
State Residential Tenancy Acts and Regulations
Queensland Human Rights Act 2019

VHA RELATED POLICIES AND PROCESSES

VHA Rent Setting Policy
VHA Inspections Policy



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