

# TENANT TRANSFER FACTSHEET

Transfer applications for community housing tenants.

## What is a transfer?

A social housing tenant can request a transfer if their circumstances have changed in a way that has caused their current housing to no longer be suitable.

## Who is eligible?

All tenants eligible for social housing are eligible to apply for a transfer, however, the request must be made for a valid reason and will only be approved on the grounds outlined in the Evolve Housing Transfer Policy. You must also have lived in your current property for a minimum of 12 months.

Your Housing Manager will assess your application and you will be advised of the outcome within 20 days.

Evolve Housing tenants who wish to be considered for a housing transfer are required to apply and be assessed according to the Evolve Housing Transfer Policy, and the Housing Pathways procedure.

## What are the grounds for transfer?

In order to be eligible, you must be up-to-date with all your payments and able to provide documented evidence to support your application made for a valid reason:

Grounds for priority transfer	Examples of evidence requirements
Being at risk (e.g. domestic violence, child abuse or threatening behaviour)	Police reports, AYO, letters from Doctors, medical reports

Serious medical condition/ disability	Specialist medical assessment, Case Manager report, aged care or OT report
Serious or ongoing harassment	Police reports, CJC, AVOs, letter from Support Worker, proof of seeking alternative resolution
Gaining or changing employment	Letter from employer to confirm requirement of employee to move for the job etc
Severe overcrowding	Age and gender of all household members, proof of income etc
Compassionate grounds	Medical assessment, report or letter from relevant Support Agency
Family breakdown	Evidence of legal separation, letters or reports from Support Workers, Centrelink confirmation, evidence of new address
Tenancy reinstatement	Tenant to substantiate reason for vacating dwelling – under duress or residential custodial facility etc <ul style="list-style-type: none"> <li>• Proof of meeting Social Housing eligibility criteria</li> <li>• Reapply within six months</li> </ul>
Under Occupancy	Number of household members and bedrooms

Grounds for wait-turn transfer	Examples of evidence requirements
Moderate overcrowding	Age and gender of all household members, proof of income, etc.

## How to apply for a transfer?

You will need to fill in the forms obtained from your Housing Manager complete with the relevant supporting evidence attached, including the Housing Pathways Transfer Supplement and Application for Housing assistance Forms available at [www.housingpathways.nsw.gov.au](http://www.housingpathways.nsw.gov.au)

You will also need to provide evidence that your household income does not exceed the income limits for social housing, as per the eligibility requirements for Social Housing.

## I am eligible — what next?

If your application and supporting evidence deems you eligible for a housing transfer, you will be placed on the waiting list and your wait time will be dependent on your current situation, reason for applying and housing need.

Waiting times vary depending on the area you have selected.

## Appeals

Information about appealing declined transfers can be found in the Complaints and Appeals fact sheets available at [evolvehousing.com.au](http://evolvehousing.com.au). Declined transfers can be appealed by submitting an Appeals Form stating why you disagree with the decision.

In the case that you are unhappy with the outcome of the Evolve Housing appeal process, you may appeal to the independent Housing Appeals Committee, <https://hac.nsw.gov.au>

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## Further information

For more information or answers to any questions, please visit or contact:

Address: Henry Dodd House

9–13 Argyle Street, Parramatta NSW 2150

Phone: **1800 693 865**

Email: [myevolve@evolvehousing.com.au](mailto:myevolve@evolvehousing.com.au)

Website: [evolvehousing.com.au](http://evolvehousing.com.au)

## Translation service

If you need help with interpreting or translation because English is not your first language, phone the All Graduates Translating and Interpreting Service on **1300 652 488**. They will phone the housing organisation and interpret for you for free.

**1800 myevolve (1800 693 865)**