

# Transfers

## Assessing and prioritising applications

This fact sheet provides information for registered providers to assess and prioritise transfer applications. More detail is available in Service Provider Procedures: Transfers (SPPR03).

Providers may assist tenants to apply for transfers using the Application for Transfer form.

The Housing Service Centres may be contacted to list the tenant for a transfer via the housing register if all attempts at a transfer within the community housing have been unsuccessful.

### Provider initiated transfers

Provider initiated transfers do not need to meet eligibility requirements. Provider initiated transfers will be progressed as a very high need transfer application.

### Client initiated transfers - assessing

To be eligible for a transfer, clients must first meet all of the following social housing eligibility criteria:

- Australian citizenship or permanent residency
- Queensland residency
- Assets test (property ownership and liquid assets)
- Independent income
- Household income limits

Clients must also meet one or more of the five 'Appropriateness of current housing' criteria for client-initiated transfers, listed below:

- Homelessness
- Location
- Physical amenity
- Formation of new household
- Rent affordability for tenants of affordable housing.

### Prioritising applications for client-initiated transfers

Once the application for transfer has been approved, providers should prioritise the application as follows:

#### Very high need for transfer

A transfer should be considered 'very high need' where:

- the household is homeless or at risk of homelessness due to domestic violence or abuse/violence from another household member, community member or neighbour; or
- the household demonstrates four of the five appropriateness criteria for transfer (i.e. homelessness, location, physical amenity, formation of new household and/or rent affordability).

### High need for transfer

A transfer should be considered 'high need' where:

- the household is homeless or at risk of homelessness due to irreversible family break down or being split between family and friends; or
- the household demonstrates three of the five appropriateness criteria for transfer (i.e. homelessness, location, physical amenity, formation of new household and/or rent affordability); or
- the household demonstrates a need to transfer and meets at least one of the 'location' criteria as follows: access to essential services, access to children, cultural grounds relating to a death in the tenant's dwelling or physical amenity (design).

### Moderate need for transfer

A transfer should be considered 'moderate' where:

- the household demonstrates the transfer from the 'location' criterion as follows: employment, cultural reasons (excluding a death in the tenant's dwelling), family and informal support, physical amenity (housing size/overcrowding) or formation of a new household.

## Managing Client and Provider Initiated transfers

Registered providers must first attempt to transfer approved applicants within their own portfolio. If no suitable property is available, the provider is required to contact other registered providers to ask them to search their portfolio for a suitable vacancy.

### For more information

More information about transfers: assessing and prioritising applications is available on the Department of Housing and Public Works website at [www.hpw.qld.gov.au](http://www.hpw.qld.gov.au) or by contacting your contract manager.