

Operational Procedures

SPPR02: Exit procedures for managing tenants exiting from transitional housing

Version Control

Version	Date	Comments
	03.05.2018	

Table of contents

Table of contents	2
1. Purpose	3
2. Scope	3
3. What is an exit?	3
4. Assessing tenant needs for an exit	3
5. Exits to longer-term social housing	3
6. Exits to private housing	4
7. Record-keeping	4
8. Enquiries	4

1. Purpose

Providers funded by the Department of Housing and Public Works ('the department') to deliver social housing services must use these procedures as a requirement of the *Allocations Policy for Funded Social Housing Providers*, available on the department's website at www.hpw.qld.gov.au.

2. Scope

These procedures cover tenant exit processes from transitional housing where a funded social housing provider ('the provider') manages the tenancy and a Housing Service Centre or other organisation manages the Housing Register.

3. What is an exit?

An exit takes place when a tenant moves out of **transitional** housing and into longer-term social housing or private housing.

Please note: these procedures do **not** apply when a longer-term social housing tenancy ends.

4. Assessing tenant needs for an exit

The provider must review the tenant's circumstances, including:

- capacity to manage rent
- compliance with the terms of a tenancy agreement
- capacity to sustain a tenancy, with or without support
- employment status
- stabilisation or recuperation from illness, and
- longer-term housing goals (private rental, home ownership or social housing).

Only eligible clients in the Very High or High Need segments of the housing register may exit to longer-term social housing.

5. Exits to longer-term social housing

The provider must:

1. confirm the tenant's eligibility, level of need, and placement on the housing register with the Housing Service Centre or other organisation managing the Housing Register
2. contact the tenant to discuss the exit process
3. attempt to exit the tenant to suitable longer-term housing within the provider's own portfolio
4. if housing is not available in the provider's own portfolio, contact other providers in the local network to source appropriate accommodation
5. if housing is not available in the local community housing network, contact the Housing Service Centre or other organisation managing the Housing Register.

The provider should proactively assist tenants to exit to community housing or the private market whenever possible, rather than waiting for a solution from the Housing Register.

When a tenant is exiting transitional housing, the provider must:

1. advise the tenant to update their details with the Housing Service Centre or other organisation managing the Housing Register
2. send a completed Housing Register Advice Form to the Housing Service Centre or other organisation managing the Housing Register within 4 working days of the tenant leaving the transitional housing property for longer-term social housing
3. send a completed Housing Register Advice Form to the Housing Service Centre or other organisation managing the Housing Register within 4 working days of the tenant rejecting an offer of longer-term social housing including the reasons for rejection of offer.
4. send the Notification of Vacancy Form to the Housing Service Centre or other organisation managing the Housing Register within 3 working days of a property becoming vacant.

The provider should request a 'read receipt' on any emails sent to the Housing Service Centre or other organisation managing the Housing Register and telephone if a receipt is not received within one working day.

6. Exits to private housing

The provider must assist tenants who have not been assessed as Very High or High need for longer-term social housing to exit to private rental accommodation or home ownership.

The provider may contact the Housing Service Centre for private housing assistance services.

The provider must send a completed Housing Register Advice Form to the Housing Service Centre or other organisation managing the Housing Register within 4 working days of the tenant exiting to private housing.

No social housing tenant should exit to homelessness or crisis accommodation.

7. Record-keeping

The provider must keep appropriate records relating to exit processes.

8. Enquiries

For assistance with tenant exits, please contact the relevant Housing Service Centre or other organisation managing the Housing Register.

For other enquiries, contact the Department of Housing and Public Works.

Brisbane Region – 3007 4377	HHS BR ORD HHSBRORD@hpw.qld.gov.au
South/West Region – 3437 6044	HHS SWR ORD HHSSWRORD@hpw.qld.gov.au
Central Queensland/North Coast Region – 4848 7060	HHS CQNCR ORD HHS-SD-CQNCR-ORD@hpw.qld.gov.au
North Queensland Region – 4724 8578	HHS NQR ORD HHS-NQR-ORD@hpw.qld.gov.au
Far North Queensland Region – 4036 5404	HHS FNQR ORD HHSFNQRORD@hpw.qld.gov.au