



Transfers – important information from Housing ACT

What is a transfer?

A transfer is when a tenant moves from a:

- public housing property to another public housing property; or
- community housing property to a public housing property; or
- community housing property managed by one organization to a community housing property managed by another organization.

A new application for Social Housing Assistance is required to be completed and all applications are placed on the Social Housing Register. There are three needs categories:

- Priority Housing
- High Needs Housing; and
- Standard Housing

When you submit an Application for Social Housing Assistance, your eligibility will be assessed, based on the information you supply.

- More information is available in the Housing Needs Determination.

Please note that if you request a transfer from one provider to another provider you will be unable to remain in your existing property. You will be required to move a property managed by the new provider. You will also need to meet the eligibility criteria of the new provider.

Who can apply for a high needs or priority transfer?

You can apply for a high needs or priority transfer if you have an *urgent or special* housing need. Issues that would be taken into consideration include:

- Homelessness
- Mental health issues
- Disability, including frail aged
- Women and children escaping domestic violence
- Indigenous persons facing complex issues
- Children at risk including their parents and carers

How do I apply for a transfer?

- Complete an Application for Social Housing Assistance form. Forms and an information kit are available from the Gateway Services.
- Attach any documentation which supports your eligibility for social housing to the application form.
- For a priority transfer, clearly show why your current housing is unsuitable or why your housing need is urgent.



- Supporting letters from doctors, teachers, social or welfare workers should clearly state their reasons for support. Where a tenant seeks a transfer on the grounds that their property does not meet their medical needs, an Occupational Therapist's environmental assessment will need to be provided.
- If you have any questions about what information or documentation is required please ask the staff at Gateway Services for assistance.
- Make an appointment for an interview with Gateway Services. Attend the interview and lodge the application.
- Eligibility for a priority transfer will also be assessed at the interview.
- If your circumstances change while on the Applicants List, please contact Gateway Services to seek a review.

What happens if my application is not approved?

You may ask for a review of the decision. (See the 'Review of Decisions' Fact Sheet for more information).

What if I have outstanding debts to Housing ACT or breached conditions in a previous tenancy?

Housing ACT may cancel the registration on the Applicants List if at the point of offer you have a debt from a current or previous public housing tenancy or breached a condition in a previous public housing tenancy. If this happens, you may appeal the decision. See the 'Review of Decisions; Fact Sheet for more information.

Service reconnection fees

You are responsible for any reconnection fees for services such as electricity, telephone, gas and pay TV.

Further Information

For more information, contact your Housing Manager or telephone the Community Services Directorate on 133427.

For more assistance on Housing ACT matters, please telephone 133 427.

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