



HOUSING TRANSFERS

SOUTHERN CROSS HOUSING FACT SHEET

WHAT IS A PROPERTY TRANSFER?

If your circumstances change and your accommodation changes you can apply to transfer to another property that is managed by Southern Cross Housing, or another social housing provider.

AM I ELIGIBLE TO APPLY FOR A PROPERTY TRANSFER?

In order to be eligible for a transfer you must be able to demonstrate that you are experiencing one or more of the following circumstances.

- Are at risk of violence, abuse, or neglect.
- Your property is under or over occupancy levels.
- You have a serious medical condition and/or disability that is affecting your ability to live at the property.
- Your employment circumstances have changed.
- You have experienced a family breakdown/separation.

ADDITIONAL EVIDENCE

In addition to being able to provide evidence of one or more of the above you must:

- Not have an outstanding debt to SCH or a previous Social Housing provider.
- Not have a history of poor property care.
- Not have a history of anti-social behaviour.

HOW DO I APPLY FOR A PROPERTY TRANSFER?

All applications for property transfers, including those which involve transferring to another area or to another Social or Community Housing Provider are undertaken in the same way. The first step is to complete an Application for Transfer form which is available from the SCH website at www.scch.org.au.

The form needs to be returned to your local SCH office or emailed to info@scch.org.au. You will also need to provide proof of income, two forms of identification and 4 week's worth of your current bank transactions. If you need assistance, SCH have staff available to help. Appointments can be made by ringing 1300 757 885 or by speaking to your Housing Officer.



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WHAT HAPPENS AFTER THE FORMS ARE SENT IN?

Once your documents are lodged you will be sent a letter advising you of the outcome of your application for a transfer. Prior to a decision being made about your transfer your property will be inspected. Your Housing Officer will be contacted to provide a recommendation in relation to the transfer. If the application is approved you will be placed on the NSW Housing Pathways waiting list.

The amount of time that you need to wait for a property is dependent on your current situation and the availability of suitable properties. When a property becomes available your Housing Officer will call you to arrange a pre offer inspection of the property.

Following this inspection and prior to an official offer being made, a pre-vacate inspection will take place to ensure that your current property is being kept in good condition. If the property is not being kept well, a letter will be sent to you advising that your transfer application has been suspended until your property care is brought up to the required standard.

MY REQUEST WASN'T APPROVED, WHAT CAN I DO?

If your application for a transfer is declined you will be advised in writing and the reasons for it being declined will be clearly explained. Sometimes applications are declined due to poor property care, having an outstanding debt, or having a history of anti-social behaviour.

If you do not agree with the decision, you can lodge an appeal in accordance with our Complaints and Appeals Policy M39. Forms to lodge an appeal are available from the SCH website at www.scch.org.au.

MORE INFORMATION

For more information, please contact the Southern Cross Housing Access and Demand Team on 1300 757 885 or email info@scch.org.au.

