

## Ainslie Village – Transfer or Room Changes Policy

<b>Location</b>	Ainslie Village, ACT
<b>Policy Type</b>	Social Housing Policy
<b>Version</b>	4.1
<b>Issue Date</b>	November 2021
<b>National Regulatory Code</b>	Performance Outcome 1- Tenant and housing services

### 1. OBJECTIVE

- 1.1.** This policy provides guidance on how to transfer or change rooms in Ainslie village.

### 2. BACKGROUND AND SCOPE

- 2.1. Ainslie Village is a caring, non-violent and tolerant community that employs principles to maintain harmony among residents and with those who support them.
- 2.2. Argyle Housing's Ainslie Village program promotes and respects the human rights and fundamental freedoms of all persons with a disability and provides a service to tenants in line with the principles of the NSW Disability Inclusion Act 2014, Disability ACT and the United Nations Convention on the Rights of Persons with Disabilities (CRPD).
- 2.3. Argyle Housing's Ainslie Village program is compliant with the ACT Human Rights Act.
- 2.4. Argyle Housing's Ainslie Village program supports and encourages a person-centered and culturally sensitive approach to service delivery.
- 2.5. Argyle Housing's Ainslie Village program promotes and respects the rights and freedoms of Aboriginal and Torres Strait Islander peoples.

### 3. DEFINITIONS

- 3.1 Refer Argyle Housing Policy: Policy Definitions.

### 4. POLICY DETAIL

- 4.1.** Residents of Ainslie Village can request a transfer or room change, but all requests for transfer or change of rooms must be made in writing and given to the office. This can be on the transfer request form.
- 4.2. Argyle Housing will not grant a transfer or room change if a resident is in rent arrears. Exceptions may apply if the resident can demonstrate an urgent need for transfer.
- 4.3.** Priority will be given to:
  - Existing resident transfers over new applicants



- Residents who request transfers due to health and safety reasons (including threatening behaviour, intimidation or violence, continual noise, regular conflict or other proven health issues.)
- 4.4. Argyle Housing Management will not unreasonably deny a room change request where the applicant meets all criteria and a room is available.
- 4.5. Argyle Housing Management can initiate transfers to resolve disputes, health, safety and personal issues. These could include:
- Unresolved conflict or tension within the house
  - Continual breaking of house rules
  - Essential maintenance due to health and safety issues
  - Upgrades or maintenance that will disrupt the resident's occupation of the residence.
- 4.6 Argyle Housing management will ensure you sign a new Occupancy Agreement when your transfer is initiated and approved. This is a requirement of transferring rooms.

## 5. RELATED POLICIES AND DOCUMENTS

- 5.1. Ainslie Village Procedure
- 5.2. Ainslie Village Rules Sections 7 and 8
- 5.3. Policy Definitions Policy
- 5.4. Property-specific Complaints Policies, Procedures and Tools.
- 5.5. National Community Housing Standards Reference - 1.3 Changing needs of tenants

## Version Control

Version No.	Review Date	Author	Position	Next Review Date
1.0	01/05/2014	J.Irwin	Acting CEO	30/04/2015
2.0	08/05/2015	T.Stiller	Operations Manager ACT	07/05/2016
2.1	01/05/2016	M.Ward	GM Operations	01/05/2017
3.0	07/02/2018	J.Irwin	Regional Manager West	07/02/2019
4.0	03/07/2019	C.Tizzoni	Team Leader ACT	03/09/2021
5.0	12/11/2021	C.Tizzoni	Operations Manager	12/11/2022

