

2.6 VACANCIES & INTERNAL TRANSFERS POLICY

POLICY DOCUMENT INFORMATION

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| Policy Name: | Vacancies & Internal Transfers Policy |
| Committee Responsible | Tenancy & Property Management C'tee & New Member Selection C'tee |
| Policy Number | 2.6 |
| Date Approved by the Board | 29/5/2013 and replaces all Vacancies & Internal Transfers Policies previously in effect |
| Effective Implementation Date: | 29/5/2013 |
| Scheduled Review Date: | 30/11/2019 |
| Scope of Policy | This Policy applies to all long-term rental properties owned or managed by NRHC under all programs |

PURPOSE

The purpose of the Vacancies & Internal Transfers Policy and Procedures is to ensure that the time that any property is vacant is kept to a minimum and that therefore the 'lost' rental income to NRHC from vacancies is also minimised.

RESPONSIBILITY

The Board of Directors has overall responsibility for ensuring the financial viability of NRHC and therefore for ensuring that NRHC takes the necessary actions to minimise the period that NRHC managed properties are vacant and thereby minimizing the costs to NRHC.

The Tenancy and Property Management Committee will be responsible for:

- Ensuring adherence to the Vacancies & Internal Transfers Policy, for monitoring that adherence and will report to the Board any failures to adhere to this Policy;
- Meeting the target Vacancy Rate of 1% of tenancy weeks available (52 weeks by total number of properties).

The New Member Selection Committee will be responsible for:

- To approve any internal transfers within the Co-op. and ensuring that these are carried out expeditiously to minimise any financial loss to the Co-op.

The Tenancy and Property Management Worker will be responsible for:

- Resourcing the Tenancy and Property Management Committee to adhere to the Policy and Procedures.

DELEGATION OF AUTHORITY AND LIMITS OF DELEGATION

The Tenancy and Property Management Committee is authorised to take the actions necessary to minimise vacancies as set out in the policy details below.

The New Member Selection Committee is authorised to take the actions necessary to minimise vacancies as set out in the Policy details below.

POLICY AND PROCEDURES

1. Tenant-Member Notice of Vacating Property

A condition of the Lease between NRHC and Tenant-Members is that the Tenant-Member must provide four (4) weeks written notice, in either a letter or by e-mail form the Tenant-Member's e-mail address to NRHC's office, that the date that the Tenant-Member is vacating the NRHC property.

If the Tenant-Member fails to provide the four (4) weeks notice in writing they will liable to pay rent for the full four (4) week period calculated as four (4) weeks from the date of receipt of the letter at the office or from the date the property keys were handed back to the office.

2. Tenant-Member Requesting a Transfer to Another NRHC Property

Any Tenant-Member wishing to transfer to another NRHC property is required to complete NHRC's Internal Transfer Application Form as approved by the Board from time- to time.

In lieu of a Internal transfer form, the Tenant-Member must provide a written request for a transfer outlining the nature of housing they are requesting and reasons for the request.

All such applications will provided to the Tenancy and Property Management Committee for consideration.

The Tenancy and Property Management Committee will assess the application in terms of the transfer priority criteria approved by the Board from time to time and inform the Tenant-Member whether their application meets the criteria.

In ranking these applications, the Tenancy and Property Management Committee will also have regard to NRHC stock management issues.

3. Procedures on Notification of Future Vacancy

- The Tenancy and Property Management Worker will inform the Tenancy and Property Management Committee within 48 hours of receiving formal notification of a Tenant-Member vacating a property and provide them with the list of the existing Tenant-Members who have been approved for a transfer and are eligible for the property to be vacated.

(Eligibility is based on the Dept. of Human Services (DHS) Allocations Policy.)

- The Tenancy and Property Management Worker will arrange for any works required on the property to be carried out as soon as possible.

- The Tenancy and Property Management Committee will then offer the property to the highest ranked existing Tenant-Member approved for an internal transfer. In the event that Tenant-Member rejects the offer, the property will be offered to next highest ranked etc.
- In the event that there is no existing member eligible or all the approved existing member/s do not wish to move to that property, the property being vacated will be offered to the eligible unhoused member.
- In the event that an existing Tenant-Member accepts the offer, the approved eligible unhoused member will be offered the existing Tenant-Member's property.
- The New Member Selection Committee will either arrange as soon as possible for a tenant selection process or select the next preferred eligible person from the previous selection process so as to fill the relevant unhoused member vacancy.