

## Management Transfer

### Purpose

This policy explains the circumstances under which Bridge Housing will initiate a management transfer and how these transfers will be managed. This policy supports Bridge Housing to manage its tenancies and property portfolio and maximise the benefit social housing can provide to people in housing need.

### Scope

This policy applies to tenancies managed by Bridge Housing Limited and all its related entities (we, our, us) where we have initiated a transfer for management purposes.

This policy does not apply to tenant-initiated transfers. All tenant initiated transfers are assessed and processed by the Pathways Team under [Housing Pathways](#). For more information see [www.facs.nsw.gov.au/housing/help/applying-assistance/housing-pathways](http://www.facs.nsw.gov.au/housing/help/applying-assistance/housing-pathways)

### Policy Overview

From time to time, Bridge Housing will need to initiate a transfer for tenancy or portfolio management reasons. This is known as a management transfer.

As a social housing landlord, Bridge Housing will manage these transfers in accordance with its responsibilities under the [NSW Housing Act 2001](#), the [Residential Tenancies Act 2010](#), and [Residential Tenancy Regulations 2019](#), and in accordance with policy.

We will clearly communicate the steps in the process and timeframes associated with the management transfer. We will source a suitable property that meets the household's demonstrated needs in line with our [Allocation Policy](#).

### Reasons for Management Transfer

A Management Transfer may be initiated in the following circumstances:

Reason	Circumstances
<b>Portfolio Management</b>	<ul style="list-style-type: none"> <li>• Bridge Housing leases the property from the private market and the landlord terminates the lease</li> <li>• Bridge Housing needs to carry out substantial upgrading work; and/or health and safety risk has been identified and property needs to be vacant so that this work can be undertaken</li> <li>• Bridge Housing intends to sell, demolish, or redevelop a property or group of properties to provide more appropriate housing</li> <li>• Any other compelling reason relating to the management of Bridge Housing tenancy and portfolio management</li> </ul>

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<b>Tenancy Management</b>	<ul style="list-style-type: none"> <li>• Underoccupancy – the household size of a tenancy has decreased, and the property is under-occupied</li> <li>• Severe overcrowding – Bridge Housing determines that larger accommodation is required for the health and safety of the household</li> <li>• The property has features such as modifications for people with a disability, which are no longer needed by those living in the property</li> <li>• Bridge Housing determines that urgent relocation is needed due to ongoing tenancy management issues or domestic violence, which compromise a tenant's immediate safety</li> <li>• The property is designated for a particular client group (for example senior living) and the tenant does not match this client group</li> </ul>

## Relocation Process

### Advising tenants

When we initiate a management transfer, we will:

- Contact the tenant as soon as possible to let them know that they need to relocate and the reason for the management transfer;
- As soon as practical, visit the tenant to discuss the management transfer process, assess housing and support needs and provide a general timeframe for the relocation.

If the tenant lives in a leasehold property and the landlord intends on terminating the lease, we will also issue the tenant a Notice of Termination (NOT). The NOT period will correspond with that given by the landlord. In these circumstances, tenants will maintain their right to a social housing tenancy with us.

### Assess housing and support needs

Decisions relating to the type of property that tenants will be approved for will be consistent with the [Allocation Policy](#). Wherever possible and appropriate, we will take the tenants household and locational needs into consideration. This is subject to our property portfolio, the availability of properties and in the case of leasehold properties, subject to the appropriate funding benchmarks.

Once the housing assessment is complete, we will write to the tenant confirming:

- the bedroom size and allocation zone of the property approved for
- that one offer of alternative accommodation will be made
- the steps we will take if a reasonable offer of accommodation is rejected; and
- what to expect during and after the relocation.

## Relocation Timeframes

Tenants need to prepare for their move as soon as they are notified of the requirement to relocate, as an alternative property can become available at any time. For more information see [Ending your tenancy factsheet](#).

Once an alternative property has been identified, tenants must:

- View the property and respond to the offer within two working days of receiving the offer
- Sign a new tenancy agreement within three working days of accepting the offer
- Relocate, clean and return the keys to the vacated property within three days of signing their new lease.

We expect tenants to meet these relocation timeframes. We understand that some tenants may require support to meet these timeframes. In such instances we will:

- support tenants to engage with services that can provide practical assistance where it is necessary for helping the tenant and their household to relocate within the timeframes.
- consider extensions on the timeframes above on a case-by-case basis for tenants with additional support needs who are proactively engaging with services.

## Offer process

Tenants approved for management transfer will receive one offer of alternative accommodation. We will seek to take the tenant's household and locational needs into consideration when offering an alternative property.

Once an offer is made, tenants are expected to view the property and respond to the offer within two working days of receiving the offer.

## Accepting an offer

Tenants will need to sign a new tenancy agreement within three working days of accepting an offer of alternative accommodation. Once the property is accepted and a new lease is signed, we provide three days for tenants to relocate, clean their old property and return their keys.

For more information see [Ending your tenancy factsheet](#).

## Rejection of a reasonable offer for relocation

If a tenant rejects a reasonable offer of alternative social housing, we will make a final check to confirm that the offer made to the tenant considered all of their known housing needs and was consistent with the [Allocation Policy](#).

An offer is considered reasonable if it will meet the client's known housing and locational needs, and allows continued access to services, based on the merits of the information provided by the tenant during the relocation process.

We do not consider factors such as, not liking a particular suburb, the neighbourhood, the look of the property, or reasons based on personal preference to be valid reasons for rejecting an offer.

We have the legal right to terminate a tenancy on the grounds that we have made a reasonable offer of alternative social housing. This legal right is set out in Section 148 of the NSW Residential Tenancies Act 2010.

The processes that we are legally required to follow when relying on Section 148 to terminate a tenancy, including the review processes, are set out in Sections 149 and 150 of the NSW Residential Tenancies Act 2010.

If we intend to seek termination of a tenancy under Section 148, we will provide the tenant with a notice of intention to issue a Notice of Termination under Section 148 and provide them with the opportunity to apply for a review of this decision within fourteen days.

If a review is requested:

- A Team Leader will undertake a first level review within seven days,
- Ensure that a second level review is undertaken by the Housing Appeals Committee (HAC) within seven days following the first-tier review, and
- Ensure that the recommendation by the HAC is reviewed by the Regional Manager and Executive Director Customers and Communities for a final decision.

### **Suspending or revoking a Management Transfer**

Bridge Housing reserves the right to suspend or revoke a management transfer under the following circumstances:

- **Breach of Tenancy Agreement** – This may include if the tenant has outstanding arrears, is the subject of noise and nuisance complaints, or has demonstrated unsatisfactory property care. In such cases, the management transfer may be paused until these issues are addressed.
- **Pending Tribunal or Legal Action** – If the tenant is involved in pending tribunal matters related to their tenancy, the application be suspended until a resolution is reached.
- **Failure to Engage in Relocation Process** – If a tenant does not actively engage with Bridge Housing regarding their management transfer (e.g., refusing property inspections or failing to communicate about relocation readiness), the application may be suspended.
- **Rejection of a Reasonable Offer of Housing** – If a tenant rejects a reasonable offer of alternative accommodation that meets their demonstrated needs, the management transfer may be revoked or suspended.

All decisions regarding the suspension or revocation of a management transfer will be made at the discretion of Bridge Housing, taking into account tenancy sustainment, the tenant's support needs, and any mitigating circumstances. The decision to suspend or revoke can be appealed by a tenant.

## Appeals and Review of Decision

Tenants can appeal decisions made under this policy.

If a tenant is not satisfied with a service we have provided or does not agree with a decision we have made, they can ask for a formal review. Our [Compliments, Complaints and Appeals Policy](#) outlines the many ways for tenants to make an appeal. This policy, and a helpful information brochure, is available from our office or they can be downloaded from our website [www.bridgehousing.org.au](http://www.bridgehousing.org.au).

If a tenant is unhappy with the outcome of the appeal, they can lodge a second level appeal with the Housing Appeals Committee. The Housing Appeals Committee is an independent agency that reviews certain decisions made by staff of Community Housing organisations and Housing NSW. For information on the Housing Appeals Committee call 1800 629 794 or go to [www.hac.nsw.gov.au](http://www.hac.nsw.gov.au).

## Related Documents and Resources

Type	Title
Legislation	<a href="#">NSW Housing Act 2001</a>
Legislation	<a href="#">Residential Tenancies Act 2010</a>
Legislation	<a href="#">Residential Tenancies Regulations 2019</a>
Policy	<a href="#">Allocation Policy</a>
Policy	<a href="#">Ending a Tenancy</a>
Policy	<a href="#">Compliments, Complaints and Appeals Policy</a>
Fact Sheet	<a href="#">Ending your tenancy factsheet</a>



## Want more information?

Contact the Repairs Team at 02 8324 0800 or via email on [repairs@bridgehousing.org.au](mailto:repairs@bridgehousing.org.au)  
[bridgehousing.org.au](http://bridgehousing.org.au)

## English

If you need help to understand this letter, please contact the Telephone Interpreters Service on 13 14 50 and ask them to contact 02 8324 0800 for you at no cost. You can also come to the Bridge Housing office and ask for assistance in your language.

## Simplified Chinese

如果您需要帮助来理解这封信，请致电 13 14 50 联系电话口译服务，并要求他们免费为您联系 02 8324 0800。您也可以来到 Bridge Housing 办公室，用您的语言寻求帮助。

## Spanish

Si necesita ayuda para entender esta carta, póngase en contacto con el Servicio de Intérpretes Telefónicos en el 13 14 50 y pídales que se pongan en contacto con el 02 8324 0800 para usted sin coste alguno. También puede venir a la oficina de Bridge Housing y pedir ayuda en su idioma.

## Russian

Если вам нужна помощь в понимании этого письма, позвоните в Службу телефонных переводчиков по телефону 13 14 50 и попросите их бесплатно позвонить от вашего имени по телефону 02 8324 0800.

Вы также можете прийти в офис Bridge Housing и попросить помощи на своем языке.

## Greek

Εάν χρειάζεστε βοήθεια για να κατανοήσετε αυτή την επιστολή, επικοινωνήστε με την Υπηρεσία Τηλεφωνικών Διερμηνέων στο 13 14 50 και ζητήστε τους να επικοινωνήσουν μαζί σας στο 02 8324 0800 χωρίς κόστος. Μπορείτε επίσης να έρθετε στο γραφείο Bridge Housing και να ζητήσετε βοήθεια στη γλώσσα σας.

## Vietnamese

Nếu quý vị cần sự hỗ trợ để hiểu nội dung của lá thư này, xin vui lòng liên hệ với Dịch Vụ Thông Dịch Điện Thoại qua số 13 14 50

và yêu cầu họ cung cấp dịch vụ liên hệ miễn phí tới số 02 8324 0800 cho quý vị.

Quý vị cũng có thể đến văn phòng Bridge Housing và yêu cầu được hỗ trợ bằng ngôn ngữ mà quý vị sử dụng.

## Arabic

ربع قيناجملا قيروفلا قمجرتلا قمدخب لاصتالا ىجري ،ةلاسرلا هذه مهفل ددعاسم ىلإ ةجاحب متنك اذإ 13 14 50 مقرلا ىل عفتاهلا

بتكتمب صاخلا 02 8324 0800 مقرلاب لاصتالا مهنم اوبلطاو Bridge Housing ةفلكت يآ نود كنن عباين.

بتكتم ىلإ روضحلا اضيأ مكنتكمي و Bridge Housing مكنتغلب ددعاسملا بلطو.

(نيميللا ىل راسيللا نم أدبت فتاهلا مقرأ ) ةظحالم