

Momentum tenants can apply for a transfer to another home.

To be approved for a transfer, you will need to prove to Momentum that your current home no longer suits your needs.

To be considered for a transfer you will need to:

- Complete an application form;
- Provide evidence to Momentum that supports your changed situation; and
- Provide proof of your income

## Making an application

All social housing tenants in NSW who request a transfer need to complete:

- A new Application for Housing Assistance form; and
- A Transfer Supplement (for Community Housing tenants only)

Both documents can be sent to you by Momentum.

## Supporting evidence

You also need to supply documents or letters that support your application. Some examples include:

- If you are seeking a transfer for medical reasons, you could supply information from a qualified person, that verifies how your condition is impacted by your current housing;
- If you are being harassed where you live, you could supply written information from the Police or the Courts
- If you wish to transfer to another area for employment reasons, you could supply a letter from your employer that supports your need to live closer to your workplace

## Social housing eligibility

You will also need to provide current proof of income for all household members.

Momentum need this information to check that you are still eligible for social housing.

If you are ineligible for social housing because your household income exceeds the current benchmarks for assistance, your application for a transfer is unlikely to be approved.

## Grounds for a transfer

You need to prove that you have reasons to move under one (or more) of the following grounds:

- You are at risk where you live
- You have a medical condition and/or disability that is impacted by your current home or its location
- You are suffering from extreme and ongoing harassment where you live.
- You need to move for employment reasons.
- Compassionate grounds exist for a transfer
- There is overcrowding of the current property.
- Your current housing situation has led to a family breakdown or separation that could be remedied by a move to another property.

## Other factors we consider

As part of the assessment process, Momentum will consider your tenancy history. The following issues could affect the way we consider your transfer application:

- You have debts owing to Momentum
- There is unrectified property damage at your home

- There is a history of unsatisfactory care of the property

## Transfer approvals

If your application is approved, your name will be added to the NSW Housing Register.

The waiting time will depend on the reason you are seeking transfer and the number of suitable properties that become vacant in the required location.

You may be assisted by any local social housing provider, not only by Momentum.

You will be eligible to receive two valid offers of alternative housing.

## Declined applications

If you are not eligible for transfer, Momentum will advise you in writing.

If you disagree with our decision, you should first discuss your concerns with a member of our Housing team.

The next step if you still believe that we made the wrong decision is to ask for a formal review of the decision (this is called an "appeal")

For information on how our appeals system work, contact your local Momentum office for a copy of the factsheet on Appeals.

## Ballina:

79 Tamar Street Ballina NSW

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## Tweed Heads

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