

| Relocation manual |
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| Introduction, references and revision history |

# Revision history

The following table shows the development of this manual.

| Version | Amend. / Section Number | Pages From | Effective | Details |
| --- | --- | --- | --- | --- |
| 1.0 |  |  | Jan 2001 | First issue of the manual |
| 1.1 | 2.2.16 | 2-16 | Oct 2002 | Clarification of procedures to include a copy of the demolition permit with application to VCAT under s.256 |
| 1.2 | 2.2.16 | 2-16 | Jul 2003 | The tenant may now apply to VCAT to challenge a Notice issued under s.255, 256 |
| 1.3 | 1.1.7 1.2.4 | 1-4 1-7 | Jul 2003 | Inclusion of reference to the Home Visits Guidelines in the Tenancy Management Manual |
| 1.4 | All |  | Jul 2005 | Updated manual to reflect DHS standards.  Updated definition of Resident |
| 1.5 | All |  | Jun 2006 | Updated to reflect relocation of Head Office to 50 Lonsdale Street, Melbourne |
| 2.0 | All |  | Oct 2008 | Updated complete manual to reflect the Human Rights Charter  Updated manual to compliment Housing and Community Building Asset Management Strategy |
| 2.1 | 1.1.1  2.2.1  3.1.8  3.2.3  5 | 1-2  2-10    3-4  3-6  5-1 | May 2010 | Inclusion of reference to tenant house sales. Reference previously included on Chapter 9 Allocations Manual  Inclusion of Team Manager relocation approval reference and associated approval form  Inclusion of reference to HSM discretion in matching clients with move back housing  Inclusion of Team Manager relocation approval reference and associated approval form  Updated all letters |
| 2.2 | 3.1.9  5.15 | 3-5 | Jul 2010 | Inclusion of policy reference to market rent capping at tenant’s ‘new’ property  Inclusion of Tenant Relocation Market Rent Cap request form |

# New revision history format

| Date | Chapter | Section | Details |
| --- | --- | --- | --- |
| October 2012 |  | All | Updates to manual as per new style guides  New numbering to Chapters |
|  | 2 | 2.3.12 | Clarification that an existing tenancy terminates under this policy when a new tenancy commences |
|  | 3 | 3.3.8 | As Above |
| March 2015 |  |  | Clarified market rent and relocation |
| March 2015 |  | Throughout | New style guide implemented  Updated with new departmental name |

More information

To find out about housing options visit the [Housing website](http://www.housing.vic.gov.au) <http://www.housing.vic.gov.au> or contact your local [Housing Office](http://www.housing.vic.gov.au/contact-a-housing-office) <http://www.housing.vic.gov.au/contact-a-housing-office>.

To receive this publication in an accessible format contact [Housing Practice and Complex Support](mailto:housing.practicesupport@dhhs.vic.gov.au) <housing.practicesupport@dhhs.vic.gov.au>.

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Available on the [Relocation manual page](https://providers.dhhs.vic.gov.au/relocation-manual) on Services Providers website <https://providers.dhhs.vic.gov.au/relocation-manual>.

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# Purpose and scope

## Purpose

The purpose of this manual is to outline the processes by which the Department of Health and Human Services (the Department) manages relocations.

This manual aims to ensure the Department provides a fair and consistent application of policy to all clients.

## Scope

The policy and procedures of this manual apply to all tenants of the Department.

### How to use this manual

The procedures should be read in association with the policy, and where appropriate, referral should be made to other Departmental manuals and documents to ensure the intent of the policy is achieved when administering procedures.

# Definitions

| Term | Definition |
| --- | --- |
| Rebate | Amount of subsidy a tenant is entitled to after calculation of their rent payable. The rebate is the Market rent less rent payable. |
| Redevelopment | The demolition of existing housing and replacement with redeveloped housing, or a major upgrade of existing housing, requiring the housing to be temporarily vacant. |
| Resident | A member of a household who is not party to the Residential Tenancy Agreement and lives with a tenant in a Departmental rented property for three or more nights per week. The resident must be included in the household rental rebate application and their income and assets included in the rental rebate assessment. |
| Residential Tenancy Agreement | Lease under the Residential Tenancies Act 1997 which the Department and the tenant(s) sign, setting out the rights and responsibilities of the Department and those of the tenant. |
| Split Application | Where a person listed on an application, including the applicant, advises that they wish to remove their name from that application and lodge a separate application, or the applicant requests a removal of a household member from an application.  The effective date of the new application is backdated to the date the person requesting to be removed from the original application joined the application, pending eligibility in their own right at that time. |
| Statutory Declaration | A written statement that a person signs and declares to be true and correct before an authorised witness. By signing it a person agrees that the information in it is true, and can be charged with perjury if the information is false. |
| Tenancy Condition Report | A record of the physical state of the property, including the condition of surfaces, domestic appliances, fixtures, fittings etc. The report is signed by the tenant and by the landlord’s representative, endorsing their agreement with the condition of the premises as stated in the report. |
| Tenant | Person to whom the Director of Housing lets a property under a Residential Tenancy Agreement. |
| Tenant Relocation Form | The Tenant Relocation form is signed by tenant/s confirming they agree that the Director of Housing take possession of the property in order that the property can either be sold or redeveloped. |
| Tenant Responsibility Charge | Charge to the tenant for any maintenance work not assessed by the Department standards as ‘fair wear and tear’. The charge is only placed on the tenant’s account if the tenant accepts liability for the damage or the claim is substantiated at VCAT. |
| Transfer Application | Application lodged by a tenant who wishes to move to another Departmental rental property. |
| Vacated Account | A tenancy account which has been terminated and/or the tenant have surrendered possession of the premises. |
| Vacated Maintenance | Standard maintenance work carried out by the Department before a vacant property is relet. |
| Valid Offer | Offer of housing which has been confirmed as corresponding with the applicant’s preferred waiting list area, household size they are eligible for and any special accommodation requirements the applicant may have. |
| Victorian Civil and Administrative Tribunal | A legal institution set up to administer a number of Acts, for residential tenancies the Tribunal administers the Residential Tenancies Act 1997. The Residential Tenancies List of the Tribunal hears and determines residential tenancy matters. |
| Waiting List | The Department’s record of all applications for rental housing. It is separated into lists for the different geographical areas which are divided according to housing size. Generally applications are listed in effective date order, except where the application has been approved for an early housing allocation. |

# References

| Symbol | Reference |
| --- | --- |
| Legal Services_Scales_no border blue | Legal Services |
| This symbol is used when referring to: Charter of Human Rights and Responsibilities Act 2006 (the Charter) | *Charter of Human Rights and Responsibilities Act 2006 (the Charter)* |
| The Director | Director of Housing |
| The Department | Department of Health and Human Services |
| HA | Housing Act 1983 |
| HiiP | Housing Integrated Information Program |
| HM | Housing Manager |
| HSM | Housing Services Manager |
| HSO | Housing Services Officer |
| TM | Team Manager |
| VEMP | Victorian Emergency Management Procedure |
| VCAT | Victorian Civil and Administrative Tribunal |
| R1 | Relocation Move Back |
| R2 | Relocation Move Out |

# Key responsibilities

| Role/Title | Responsibility |
| --- | --- |
| Asset Manager | Manages housing with an integrated strategy recognising the life cycle relationships to maintain and improve the quality and viability of a property. |
| Client Services Unit | Writes operational material (i.e.: Application Forms, Information Sheets and Handbooks). |
| Corporate Communications Branch (Media Unit) | Liaises with members of the media when issues of public interest arise in relation to the services provided by the Department of Health and Human Services. |
| Field Services Officer | Inspects properties on behalf of the Department and makes recommendations based on their condition (e.g.: suitability for major modifications, extra bedroom) |
| Good Practice Unit | develops detailed procedures that reflect policy intent  writes policy and procedure manuals/guidelines  co-ordinates state-wide policy and procedure changes  provides policy and procedure advice. |
| Housing Appeals, Housing Complaints and Home Finance Review Office. | Considers Appeals lodged by clients who are dissatisfied with decisions made in relation to a housing service. |
| Housing Manager | Exercises delegated authority in accordance with this manual and as outlined in the Department’s Delegations document. |
| Housing Services | Provides information, material and operational support to Departmental staff in relation to service development and delivery, planning and budgets. |
| Housing Services Manager | Exercises delegated authority in accordance with this manual and as outlined in the Department’s Delegations document. |
| Housing Services Officer | Applies policy and procedures as outlined in this manual in accordance with their delegated authority. |
| Legal Services Branch | Provides legal advice, advocacy and assistance in preparation for VCAT hearings |
| Policy and Standards | Develops policy for Executive Approval |
| Payment Systems and Rebate Team | provides operational support and assistance to Housing Offices  co-ordinates state wide rent reviews |
| Property Services Branch | Manages the purchase and delivery of property related services on behalf of the Department |
| Redevelopment Project Manager and Project Officers | In relation to redevelopment projects these positions have the responsibilities of HSM and HSO respectively. |
| Team Manager | Applies policy and procedures as outlined in this manual in accordance with their delegated authority |
| Victorian Civil and Administrative Tribunal (VCAT) Chairperson | Considers, reviews and makes determinations on applications made to the tribunal within the boundaries of the Residential Tenancy Act and the Housing Act |