

PROPERTY RELOCATION INFORMATION FOR TENANTS

We know that relocating from one property to another can be a challenging time.

UnitingSA Housing is committed to providing quality, affordable properties and helpful advice and support to all our tenants. This fact sheet will help you through the process of relocation.

Reasons we may need you to move include:

- Major renovations, repairs or maintenance to the property
- Sale of the property
- Property redevelopment
- Under-occupancy



What are my rights throughout the relocation process?

During the relocation process you have the right to be treated with dignity, respect, and fairness at all times.

You will be involved in the decision-making process in regards to finding alternative housing and you will receive clear communication from us about the reasons for relocation and the expected time frame.

How does the relocation process work?

Your Tenancy Officer will work with you and your family to assess your housing needs and keep you up-to-date with what is happening.

We will do the following:

- Advise you by letter that you are being relocated and explain the reason why.
- Meet with you at your current home and complete an assessment so that we understand your housing needs and any special circumstances that need to be considered.
- Support you to find suitable housing that meets your needs.
- Maintain regular contact to keep you informed.

How long will it take to relocate me?

It will depend on the type of relocation and the availability of properties that match your requirements. In some cases, the move will only take a short time, but in other cases the move may take several months.

What is involved in the property search?

It's really important that you work with your Tenancy Officer during the search for your new home. Housing options won't only be limited to UnitingSA Housing properties. Other possibilities could be other Community Housing Providers, the private rental market, or moving in with family members.

Most tenants will get two offers of alternative housing, however in some cases where safety is a factor, only one offer will be made due to the urgency of the situation. It is very important that you consider the first housing offer seriously as the next property offered may not guarantee a better housing outcome for you and your family.

Your Tenancy Officer will arrange a suitable time to meet with you and any support services at the proposed property for a property viewing. Your Tenancy Officer will provide you with details about the rent charge and the type of lease agreement that will apply at the new property.

What Assistance will be made available to me?

UnitingSA Housing will work with you and any support providers that you may have to ensure a smooth transition to your new home. Support may include:

- Organising a removalist or a skip bin if you need one
- Providing financial assistance including re-connecting existing services.

What happens if I don't want to move?

We understand that the prospect of relocating can be challenging and we respect that not everyone may be willing to move. Our goal is to support you throughout the entire process and find an alternative property that suits your needs. By collaborating with your Tenancy Officer and openly discussing any concerns you may have, we can work together to identify the most suitable home for you.

In the event that you fail to engage throughout this process or decline any suitable offers that have been given to you, UnitingSA Housing will need to initiate your departure from the property in line with the Residential Tenancies Act. This would only be a last resort as our primary focus is to collaborate with you to find a suitable relocation option through mutual understanding and cooperation.

How do I access independent advice and support?

If you would like access to free and independent housing advice or advocacy, you can contact RentRight SA, on 1800 060 462.

Am I able to lodge an appeal?

Yes, you have the right to lodge an appeal at various stages of the process if you disagree with a decision or if you believe that the offers of alternative housing have not been reasonable. Please refer to UnitingSA Housing's Appeals Procedure in the Tenant Handbook or on our website.