

# PSH to PSH Transfer Policy

## Types of Transfers (Will be prioritized on a case by case basis based on Level):

### Level 1:

- 1) VAWA- Violence against women/families, or individuals experiencing domestic violence. No specific documents are needed, but it is ideal to present a police report.
- 2) Maintenance-physical safety hazard in the unit
- 3) Emergency/Life Safety- tenant is in imminent, documentable danger at the current placement

### Level 2:

- 4) Reasonable Accommodation- for documented disability (note provided by doctor), unless the disability is obvious (such as a wheelchair user)
- 5) Occupancy Standards-Overhoused/Underhoused/split families/ change in eligibility of program (ex. aging out)

### Level 3:

- 6) Housing in Jeopardy- in some cases, transfers will be permitted to prevent eviction, only if the provider can document that the transfer will eliminate the eviction and secure future housing retention
- 7) If vacancy capacity allows, transfers at tenant requests will be considered.

## Eligibility:

- 1) Request made through the [Transfer waitlist form](mailto:transfers@partnersforhome.org), with documentation emailed to [transfers@partnersforhome.org](mailto:transfers@partnersforhome.org).
- 2) While an updated HUD McKinney is not required if one was uploaded at move in, birth certificate, social security card and current id will need to be uploaded in HMIS (with the exception of VAWA/emergency transfers).
- 3) Tenant does not have any severe habitability or history of damaging property
- 4) Provider can show attempts and documented plan to resolve issue internally
- 5) For 6 and 7, transfer request will only be placed on the waitlist if there are less than 5 transfers waiting

## Reasons for denial:

- 1) No documentation provided verifying need (police report, doctor's note, camera footage, internal incident report)
- 2) Does not meet eligibility criteria
- 3) Anecdotal or unsubstantiated concerns about environment
- 4) For reasons 3 (case by case basis), 6, 7, tenants are only eligible for transfers once every 3 years, and they have to be in the unit for one year before requesting transfers

## 2 to 1:

For every two referrals made from the queue to fill open vacancies, one referral will be made from the transfer waitlist, other than VAWA, ADA accommodations and maintenance which will be prioritized

**Rejecting transfers offers:**

If a tenant rejects a transfer offer, they will be offered one more unit within a year before moving to the bottom of the transfer waitlist. Transfer types 5, 6 and 7 will only receive one offer.

**Internal Transfers:**

Internal transfers must be approved by PfH and follow the Transfer policy. Providers are not permitted to initiate internal transfers without prior approval, even within the same building.

**Maintaining the Waitlist:**

The Housing Project Manager will maintain a transfer waitlist detailing the type of transfer and in the order received (including RRH transfers). The Coordinated Entry Manager will maintain a housing list, documenting that every 3<sup>rd</sup> vacancy goes to the transfer waitlist.

**Appeals Process:**

If a tenant wishes to appeal their denial with justification, clients or providers can submit a request to [transfers@partnersforhome.org](mailto:transfers@partnersforhome.org) to be reviewed by the Project Management Team or a designated committee