Tenanted Stock Transfers

We regularly review our homes and communities to ensure we are providing the right homes in the right places and delivering the best possible outcomes for Customers. In some circumstances, transferring homes to another Registered Provider may support greater investment, improved local services, stronger neighbourhood sustainability and better long-term outcomes for Customers and communities.

Where we are considering a transfer that includes occupied homes, we will engage with affected Customers at an appropriate stage of the process. We will provide clear and timely information about the proposal, why it is being considered and what it could mean for them.

In line with the Regulator's Transparency, Influence and Accountability Standard, Customers as part of a transfer have opportunities to ask questions, share their views and understand how their feedback has been considered in our decision-making. Where a Customer's home may be included in a proposed transfer, we will contact them directly and provide information and support in line with our Customer engagement commitments and any applicable regulatory requirements.