

## **Title: Transfer**

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**Service area applies to: Operations General Needs**

**Risk: Low**

**Approved by: Operations Committee**

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<b>1.</b>	<b>Purpose</b>
	To ensure that Housing Services Staff are able to assess Transfer requests accurately and fairly to help meet the re-housing needs of existing tenants whose home is no longer suitable.
<b>2.</b>	<b>Scope</b>
	Ensuring a clear and transparent process for customers and clear audit trail for recording purposes.
<b>3.</b>	<b>References</b>
	Allocation Policy and Procedure
<b>4.</b>	<b>Key Objectives</b>
	To ensure existing tenants have clear choice of transfer To guide staff in making a decision to award a transfer status.
<b>5.</b>	<b>Customer Involvement</b>
<b>6.</b>	<b>Monitoring against the Customer Top 10</b>
	Getting the basics right. Good communication
<b>7.</b>	<b>Risk</b>
	<b>Low</b>
<b>8.</b>	<b>The Process</b>
7.1	<p><b><u>Responsibilities</u></b></p> <ol style="list-style-type: none"> <li>1. The Neighbourhood Officer is responsible for assessing the application and the home inspection.</li> <li>2. The Lettings Assistant is responsible for updating application details on Pyramid once all checks and inspection has taken place. This only applies where we hold a waiting list for the area's requested.</li> <li>3. For tenants requiring a transfer in any area's where the Association is part of joint Choice based Lettings (CBL) they must register with the relevant CBL.</li> <li>4. The Association can carry out Management Transfers in these areas which will be assessed by the Neighbourhood Officer and approved by the Neighbourhood Manager.</li> </ol>

**Procedure – SVHA List**

1. A Transfer request is made by the tenant by contacting the Association.
2. A standard application form should be sent to the tenant. This should be ticked as a 'Transfer' on the front sheet of the form to enable the staff member receiving the application to easily identify it as a Transfer.
3. The Transfer request should then be referred to the relevant Neighbourhood Officer.
4. The Neighbourhood Officer should assess initially to check for breaches of Tenancy, such as outstanding rent arrears or neighbour nuisance history. Providing initial check is passed, Neighbourhood Officer to arrange to visit and inspect tenant's present home within 21 days of receipt of Application.
5. Neighbourhood Officer to check condition and repair of the tenant's present home and discuss the tenant's re-housing requirements.
6. The Neighbourhood Officer to complete the Transfer Tenancy check form (Appendix 1) and approve by the Neighbourhood Manager and attached to the application form.
7. If all checks are satisfactory, the priority of the Transfer Application is to be assessed in line with the current Allocation Policy by the Lettings Assistant and entered onto Pyramid. A letter confirming the tenants transfer application and priority (Appendix 2) is sent by the Lettings Assistant.
8. If /when the property is inspected and is found to be in a poor state of repair, untidy, poor state of decoration or generally below the standard required by the tenancy agreement the application should be put on hold and the person next on the list should be offered the property. The Applicant should be given a time frame in which to bring the property up to standard.
9. The Lettings Assistant should put the application as Deferred on Pyramid until the Neighbourhood Officer confirms the property has been brought up to the necessary standard.
10. The Application is to be reinstated once the property meets the standard as per the tenancy agreement.
11. The Application will be rejected if the property is not brought to the standard required by the tenancy agreement.
12. Transfer Applicants should be treated in accordance with the Allocations Policy and waiting list procedure whilst waiting for a transfer.
13. Transfer applicants who have been on the waiting list for more than 12 months should be revisited on the point of an offer being made and their homes re-inspected.

7.3

### **Procedure – Management Transfers/CBL Transfers**

This is where a tenant is identified by the Neighbourhood Officer/Manager as requiring a transfer or appears on the shortlist for a property advertised through any CBL systems.

1. If a tenant appears on a CBL shortlist the Lettings Officer must inform the relevant Neighbourhood Officer that Tenancy Checks and Inspection is required completing the Transfer Tenancy Check form (Appendix 1). This must be done within 14 days or sooner if the property they are being considered for will be ready imminently.
2. The Lettings officer will carry out an interview with the tenant and complete an application form within 7 days of shortlisting.
3. Where the Tenant has been identified by the Neighbourhood Officer/Manager the tenancy Checks as above should be carried out before referring to the Lettings Team for a particular property.
4. Once completed the Tenancy Check Form (Appendix 1) is to be passed over to the relevant Lettings Officer and they will then carry out an interview.
5. If possible the tenancy check and interview should be carried out jointly by the Neighbourhood Officer and Lettings Officer.
6. If /when the property is inspected and is found to be in a poor state of repair, untidy, poor state of decoration or generally below the standard required by the tenancy agreement the transfer will be rejected and the property will either be offered to the next person on shortlist or will be advertised through the necessary CBL if not already done so.

7.4

### **Eligibility Criteria**

In all cases Transfer applications will not be considered where:

- The tenant has rent arrears.
- The tenant owes the Association any other debt, i.e. a recharge/ court costs
- The tenant has not complied with the Tenancy Agreement in respect of maintaining the property internally, including decoration.
- The tenant has caused nuisance within the previous 2 years.
- The tenant has made any other significant breaches of tenancy.
- The tenant has been in their current property less than 12 months, except in exceptional circumstances, as agreed with the Neighbourhood Manager.

All Transfer applications and Management Transfers should be discussed and approved by the Neighbourhood Manager (Appendix 1). The Lettings Manager will then approve any offer made (Appendix 1).

In exceptional circumstances it may be applicable to Transfer a tenant who has outstanding arrears however this is in extreme circumstances and must have the approval of the Neighbourhood Manager and Housing Services Manager.

If approval is given then the tenant must sign the Transfer Declaration when signing up for the new tenancy to transfer any arrears to the new rent account (Appendix 3).

Transfer Applicants are not eligible for any decoration vouchers when transferring to another property of the Association.
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8.	Appendix 1
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**Transfer Tenancy Check**



**Please Note:- Property must be inspected and of excellent standard.**

<b>Tenancy Ref</b>	<b>Property size (ground floor, 1<sup>st</sup>/2<sup>nd</sup> floor etc)</b>
	<b>Does property have any adaptations?</b>

<b>Name:</b>	
<b>Address:</b>	
<b>Tel No:</b>	
<b>Mobile No:</b>	
<b>Email :</b>	

Reason for Transfer:	Please chose one		
Harassment	<input type="checkbox"/>	Overcrowding	<input type="checkbox"/>
Family support	<input type="checkbox"/>	Under occupation	<input type="checkbox"/>
Neighbour nuisance	<input type="checkbox"/>	Racial harassment	<input type="checkbox"/>
Relationship breakdown	<input type="checkbox"/>	Medical reasons	<input type="checkbox"/>
Hate crime	<input type="checkbox"/>	Job move	<input type="checkbox"/>
Local environment	<input type="checkbox"/>	Domestic violence	<input type="checkbox"/>
Other please state:			
<b>Tenant must also complete a transfer form. (if not already done so)</b>			

<b>Property condition?</b>			
What is the condition of the property the overall condition of the property? <b>Photographs taken and attached.</b>			
<b>Decoration overall</b>	<b>Good</b> <input type="checkbox"/>	<b>Fair</b> <input type="checkbox"/>	<b>Poor</b> <input type="checkbox"/>
<b>Cleanliness of property</b>	<b>Good</b> <input type="checkbox"/>	<b>Fair</b> <input type="checkbox"/>	<b>Poor</b> <input type="checkbox"/>
<b>Is there any damage?</b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>	<b>(If yes transfer request will be refused)</b>
<b>Have you made any improvements to the property? E.g. new kitchen, shower, adaptation, light fittings.</b>			

Any agreement made with tenant re: carpets/curtains

Informed Tenant any improvements Yes  No   
To be rectified before leaving

**Rents and Recharges**

Are there any arrears Yes  No

If Yes How Much £ \_\_\_\_\_

Attach rent statement.

Any outstanding recharges Yes  No

Transfer Approved Yes  No

Neighbourhood Officer Signature: ..... Date.....

Neighbourhood Manager Approved: ..... Date .....

<b>For Lettings Team Completion</b>	
Offer Made Yes/No	Address Offered
Offer Accepted Yes/No	Reason for refusal:

Lettings Officer ..... Date .....

Lettings Manager Approved ..... Date .....

**Appendix 2 - Application Accepted Letter**

Date \_\_\_\_\_

Dear

**RE: Your Transfer Application – Reference**

I am pleased to inform you that your application for re-housing with St Vincent's Housing Association has been approved. We have added you to our waiting list for:-

Our waiting list is operated on a priority basis and your application has been awarded a **priority rating**. The ratings are on the scale from A – C with A being the highest priority.

By being registered with St Vincent's you can also participate in Pinpoint, the Greater Manchester Choice Based Lettings (see enclosed leaflet). In order for you to bid on available properties you must use the following login details at [www.pinpoint.org.uk](http://www.pinpoint.org.uk). Your reference is and your password is.

**If you feel you have any additional supporting evidence i.e. health or medical grounds etc which you feel would help to increase your priority and can supply documentation from your doctor or other recognised body then please do not hesitate to send the information on to me.**

If you require any further information regarding your application, you can contact us during office hours. It is your responsibility to advise us of any change in your circumstances, which may affect your application.

We would also advise you to ensure that you are on the waiting list with the Local Authority as well as other housing providers in the area.

Yours sincerely

**Lettings Assistant**



**TENANCY TRANSFER DECLARATION**

I transferred from \_\_\_\_\_ to \_\_\_\_\_ on \_\_\_\_\_

.

I agree that arrears of \_\_\_\_\_ are still outstanding from my former tenancy at \_\_\_\_\_

.

I agree to this amount ( \_\_\_\_\_ ) being transferred to my rent account at my current address, \_\_\_\_\_

.

**Signed:** \_\_\_\_\_

**Name/s:**

**Current Address:**

**Date:** \_\_\_\_\_