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| C:\Users\denise.tucker\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\rockdale_logo.jpg**HOUSING ASSOCIATION LTD - CENTRAL REGISTER DOCUMENT** |
| Title | Transfers – Policy and Procedure |
| Section | Lettings |
| Number | 3.5 |
| Date of last revision |  September 2021 |
| Due for revision |  September 2025 |

Policy

1. Any tenant may apply for a transfer, but requests will only be approved if the tenant has a genuine need for the transfer. This need may be medical, for example, a tenant has an upstairs flat and is unable to cope with the stairs, or a need may be established for other reasons, for example, domestic violence, racial or other forms of harassment.

2. When a vacancy arises the transfer list will be looked at first before considering waiting list applicants.

3. Transfers will normally be offered to tenants in the date order that they appear on the transfer list.

4. Tenants will be given one week to make up their mind when they are offered a transfer.

5. If a tenant refuses two transfers, both of which meet the requirements specified, their name will be removed from the transfer list and the tenant advised that they can reapply after a minimum period of one year or if their circumstances have changed The tenant will be advised of this in writing.

6. A maximum of one move per tenant will be allowed on the same scheme, unless there are very specific circumstances which dictate another move. This to be approved by the Head of Housing.

7. The Head of Housing will approve or decline applications for transfer within the terms of the policy.

Procedure

1. Once the request has been received, a transfer request form should be sent to the tenant.

2. The Lettings Administrator will arrange an appointment for a home visit within ten working days of receipt of the transfer form.

3. At the visit, a Home Visit Report form should be completed and the reasons for wishing the transfer discussed and recorded in detail.

4. Once completed the report will be reviewed and assessed by the Head of Housing who will approve or decline the application within two weeks.

5. If the application is approved, the details will be added to the transfer waiting list and the date recorded and the applicant advised by letter that they are registered for a transfer.

6. If the application is declined, the applicant will be written to and given full details of the appeals procedure.

Monitoring

At each of its meetings the Care and Assessment Committee will receive a copy of the transfer waiting list with copies of all new applications either accepted onto the list or declined.

Appeals

If the applicant or his or her representative wishes to appeal against any decision relating to the applicant made by the Association, or wishes to complain about the way in which the application was handled, he or she should write to the Chairman of the Care & Assessment Committee, c/o Rockdale Lodge, Rockdale Road, Sevenoaks, Kent TN13 1JT.

The Chairman of the Care & Assessment Committee or his or her deputy will review the documentation relating to the case, and if he or she feels it necessary, meet the applicant. The Chairman or his or her deputy will then make a decision on the appeal or complaint on behalf of the Association and notify the applicant in writing.

A written report on any appeals or complaints and their outcomes will be given to the Care and Assessment Committee.