

	Title	ALC03 Transfer Policy		
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Index

1.	Purpose and scope.....	2
2.	Responsibilities and risk.....	2
3.	Procedure details and guidance	2
4.	Supporting documentation and key legislation	4
4.1	Forms	4
4.2	Guidance	4
4.3	Legislation	4
4.4.	Related policies	4
5.	Monitoring and reporting	4
6.	Definitions	4
7.	Equality and diversity.....	5
8.	Appendices	5
9.	Policy Approval	5

1. Purpose and scope

- 1.1 This policy establishes the framework under which NCHA's Affordable and Social Housing customers can transfer internally to alternative NCHA accommodation due to an urgent rehousing need or as a result of stock rationalisation.

2. Responsibilities and risk

Senior Allocations Officer
Estates Officers
ASB Officers
Estates & Allocations Service Manager
Head of Communities

Following this policy will reduce the risk of failure to meet legal and regulatory requirements and customers being treated unfairly or inconsistently.

3. Policy details and guidance

- 3.1 This policy aims to:

- Assist people to move to meet NCHAs obligations for customers facing urgent or emergency housing situations
- Ensure NCHA customer needs are met including those affected by stock rationalisation or maintenance issues
- Meet the requirements of the Equality Act 2010
- Meet the objectives of other NCHA policies relating to provision of accommodation to existing customers

- 3.2 NCHA customers seeking rehousing due to an urgent need will be:

- Expected to increase their rehousing options by registering with a local authority choice based lettings system who may in turn directly nominate the customer for an NCHA property
- Encouraged to explore rehousing options on the Homeswapper website (free of charge) for a mutual exchange

- 3.3 Transfers may be limited by the following:

- Location and type of property
- Maximum quotas for transfer targets set by NCHA and/or local authorities which may be revised in line with policy changes
- Properties adapted for people with mobility requirements
- Terms and conditions of NCHAs tenancy agreements
- Where section 106 agreements apply (usually in rural areas) or Community Lettings Plans are in place

- 3.4 A transfer may be considered if customer circumstances change and their current property is no longer suitable where:

- There is independent substantiated evidence that the customer is at risk of physical or emotional harm by continuing to reside in a property. In such circumstances we may restrict areas of choice to ensure we are satisfied that we are minimising future risk.

- The customer has a medical need for a more suitable property with evidence supported by a current professional recommendation.
- The impact of Welfare Reform puts a tenancy at risk of failure and the customer moves to a home more suited to their needs. In most cases this will be a move to a smaller home where they are not subject to **an under occupancy charge**.
- Property Services confirm that due to condition, the property will be sold once vacant.

3.5 NCHA will aim to meet the needs and wishes of the person/family in preferred choice of area for rehousing, whilst ensuring the safety of the applicants is paramount. However, in assessing a transfer application, **consideration** will also be given to other related policies including Anti-Social Behaviour, Domestic Violence and Abuse, Downsizing and Rent Arrears.

3.5 Transfer Eligibility and Applications

3.5.1 Customers with an Assured or Secure tenancy have the right to apply for a transfer **if their personal circumstances meet NCHAs criteria**. Customers with an Assured Shorthold tenancy do not have the right to apply for a transfer but NCHA may consider requests where there is an identified need for an urgent move.

3.5.2 A transfer registration form with supporting documentation is required for all requests.

3.5.3 A transfer application may be considered if a customer has rent arrears if there is a payment plan in place which has been maintained for **four months in line with NCHA's Allocations Policy**. Applications from customers with less than £1,000 arrears can be approved by the Estates and Allocations Service Manager. Cases above £1,000 should be approved by the **Head of Communities**.

3.5.4 Transfer requests will be approved subject to the customer meeting NCHAs eligibility criteria and a satisfactory property inspection by a Technical Officer.

3.5.3 Approved transfer requests will have management transfer status.

3.6 Transfer Conditions

3.6.1 An inspection of the **customers current property** will be undertaken by an NCHA Technical Officer. If the property inspection proves to be unsatisfactory, the customer will be given the opportunity to put right any issues identified and can reapply for a transfer once the works have been completed.

3.6.2 **Where rechargeable repairs or damage to the property have been identified, the transfer application date will only commence following completion of the works by the customer and further inspection by the Technical Officer as meeting the required standard.**

3.6.3 **If a period of more than 3 months follows the initial property inspection and an offer of alternative accommodation, then a further property inspection will be required.**

3.7 Reasonable Offer of Alternative Accommodation

3.7.1 One reasonable offer of alternative accommodation will be made. A reasonable offer is one that is suitable in terms of size, property type and location. **Any transfer of tenancy within social rent**

letting will have the same security of tenure. Refusal of an offer which meets all of the applicants criteria/needs in terms of property specification, facilities or area is defined as unreasonable.

3.8 Appeal

3.8.1 Customers have the right of appeal where they disagree with the findings of the property inspection and a decision to refuse the transfer. Appeals should be referred to the Estates and Allocations Service Manager for discussion with the customer. If the customer is still unhappy they may make a complaint which will be managed in line with NCHAs complaints policy.

3.9 Transfer Status Reviews

3.9.1 All applications with management transfer status will be reviewed on an annual basis.

3.9.2 Management transfer status may be removed where supporting evidence is over 6 months old and applicants are assessed as no longer being at risk or, if an applicant has not bid on suitable choice based lettings available during that time.

3.9.3 Management transfer applicants with medical grounds will not need to provide additional medical evidence unless there has been a substantial change in circumstances but will be required to advise of any change over the last 6 months.

4. Supporting documentation and key legislation

4.1 Forms

Transfer Registration Form

Management Recommendation Transfer Request form

4.2 Guidance

Table of Eligibility

4.3 Legislation

None

4.4. Related policies

ALC04 Allocations policy

ALC06 Downsizing policy and procedure

ALC09 Voids and Relet policy and procedure

Anti-Social Behaviour and Hate Crime Policy

Domestic Abuse Policy

5. Monitoring and reporting

5.1 The number of transfers completed is reported to the Head of Communities monthly within a suite of KPIs for monitoring and performance management.

6. Definitions

Transfer – when an existing NCHA customer is rehoused in another NCHA owned property.

7. Equality and diversity

7.1 This policy and procedure has been written in line with NCHAs Equality, Diversity and Inclusion Policy and Equality Statement which is supported by an Equality Impact Assessment.

8. Appendices

N/A

9. Policy Approval

9.1 This procedure has been approved prior to issue by the Director of Homes and Wellbeing or if applicable by NCHAs Board, Customer or Care Committees.