



Policy Name	Management Transfer Policy		
Policy Ref			
Review Date	February 2023		
Purpose	REVIEW & APPROVE		
Next Review Date	February 2027		
Committee	Service Delivery Policy		
Author	Linlay Anderson		
Internal Policy		To be published	

Scottish Social Housing Charter Outcomes	Number(s)
The Customer/landlord relationship	1.Equalities 2.Communication 3.Participation 4.Quality of Housing 5.Repairs, Maintenance and Improvements 6. Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes 7,8 & 9 Housing Options 11. Tenancy Sustainment

Written By	Linlay Anderson
Department	Housing Management

Approval Date by Committee	
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Notes	
<p>We will comply with all relevant legislation and associated regulations, including:</p> <p>The Housing (Scotland) Act 1987, 2001 & 2010 The Homelessness etc (Scotland) Act 2003 Data Protection Act (1998 and 2018) Sex Discrimination Act 1975 (As Amended) Race Relations Act 1976 (As Amended) Disability Discrimination Act 1995 Matrimonial Homes (Family Protection) (Scotland) Act 1981 Protection from Harassment Act 1997</p> <p>Reference made to the following sources and other guidance:</p> <p>SFHA Raising Standards in Housing – Allocations (Revised) Scottish Housing Regulator Self Assessment in Inspection Criteria Scottish Executive Good Practice in Housing Management, Chapter Four – Housing Allocation</p>	

ANGUS HOUSING ASSOCIATION

MANAGEMENT TRANSFER POLICY

Management Transfers

A Management Transfer is used to assist in urgent re-housing cases where the Allocation policy would not deliver a resolution quickly enough. Management Transfers apply to tenants of the Associations.

Management transfers will only be granted in exceptional circumstances. The following criteria will be used when consider whether to award a Management Transfer:

- Personal safety of tenant/household member (the tenant or someone in their household is the victim)
 - Racial Harassment
 - Domestic Abuse
 - Other harassment
 - Child protection
- The tenant cannot reasonably be expected to continue to occupy current house (where due to tragic personal circumstances or prevention of homelessness)
 - Homeless prevention
 - Personal circumstances
- Community Safety Issue (the tenant is the perpetrator, but the decision is to offer alternative housing)
 - MAPPA
 - Antisocial closure order
- Best Use of stock (strategic issues)
 - Last redevelopment tenant in block.
 - A request from Social Work to remove an individual or family for personal safety reasons e.g. under MARAC.
 - The home is adapted for the original tenant and the successor does not have a medical need for those adaptations.
 - Other reasons as deemed necessary by the Director of Housing Services or Chief Executive of the Association

Only one reasonable offer of a Management Transfer will be given. The offer of alternative accommodation will be to a property of a similar size and type.

However should the tenant already have an application for housing lodged which has been awarded points for an identified need, then these will be taken into consideration when making an offer of suitable housing. Examples of this can be the

need for larger or smaller accommodation or a medical priority for alternative housing.

The Association will carry out a daily check of voids to identify a suitable property. Once a suitable property has been identified, this will be discussed with the Housing Manager or Director of Housing Services.

If a suitable property is identified, approval of the offer of housing on management grounds will be authorised by the Director of Housing Services or Chief Executive before it is made.

One reasonable offer

If the offer is refused by the tenant then the Management Transfer priority will be removed. The application will return to the appropriate group for consideration.

However the tenant will have the right to appeal the decision to remove the priority if they can demonstrate that the offer was unreasonable. The appeal must be made within 10 working days to the Association, giving the reason for the appeal and providing any supporting evidence. This will be reviewed by the Director of Housing Services or Chief Executive.

Timescale for Review

The Association will review the cases if an offer of housing has not been made within 8 weeks. This may result in the Association approaching the Local Authority or local Housing Associations for assistance.

Clear Audit Trail

The Association will keep a clear audit trail of every Management Transfer awarded, allocation made, refusal with reasons and appeals for future reference.

Performance Monitoring and Reporting

The number of Management Transfers awarded will be monitored closely as will the reasons for awarding the transfer. The number of Management Transfers will be reported quarterly along with other letting performance information.

Review of Protocol

The Association will review the protocol every 4 years or whenever there is a need to review due to legislative change.

Training

The Association will ensure staff receive training on the management transfer protocol if required.