



<b>Policy Name</b>	Transfer Policy		
<b>Policy Ref</b>	HM		
<b>Review Date</b>	February 2023		
<b>Next Review Date</b>	February 2027		
<b>Committee</b>	Service Delivery Sub Committee		
<b>Author</b>	Linlay Anderson		
<b>Internal Policy</b>		<b>To be published</b>	X

Angus Housing Association Limited Registered Charity Number SC020981

<b>Scottish Social Housing Charter Outcomes</b>	Number(s)
<b>The Customer/landlord relationship</b>	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

<b>Written By</b>	<b>Linlay Anderson</b>
<b>Department</b>	<b>Housing Management</b>

<b>Approval Date by Committee</b>	
-----------------------------------	--

<b>Notes</b>	
<p>We will comply with all relevant legislation and associated regulations, including:</p> <p>The Housing (Scotland) Act 1987, 2001 &amp; 2010            Data Protection Act (1998)            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            Civil Partnership Act 2004</p> <p>Last approved by Committee on 8<sup>th</sup> March 2018</p>	

# Angus Housing Association Limited

## Transfer Policy

### 1. Statement of Intent

The purpose of this policy is to outline the way in which Angus Housing Association Limited proposes to manage transfer requests.

We are committed to the principles of good corporate governance and sustainability and will endeavour to develop fair and consistent policies, procedures and practices.

In line with our commitment to equality and diversity, this policy can be made available in a variety of formats including large print, translated into another language or other media. We will make any reasonable adjustments to assist you if you have a disability.

Most Registered Social Landlords (RSLs) and Local Authorities have policies to meet the needs of tenants wishing to move within their stock. We have devised a policy which is fair, meets all current statutory obligation and offers tenants who wish to transfer properties a user-friendly system in order to meet their housing needs and aspirations.

### 2. Applying for a Transfer

We want our existing tenants to remain with us as long as possible and have user friendly procedures in order to meet their changing housing needs and aspirations. In order to achieve this the Association will allow up to 20 void properties to be offered and allocated to transfer applicants.

Most tenants are eligible to apply for a transfer, however there are certain restrictions which will apply. We will accept applications from tenants who are assessed as being adequately housed as they may have personal, social or aspirational reasons to move. Normally, tenants assessed as having no immediate need will be transferred only once other applicants with housing need have had their needs met. Applications will be assessed in accordance with our Allocation Policy.

Transfer applicants must complete an online Application Forum, through These Homes. The Application Form will be identified as a **TRANSFER** and assessed in line with the Association's Allocation policy. Applicants will be assessed and awarded awarded points

based on housing need and following assessment the Application will be awarded a Priority Pass –

**The Priority Passes are as follows –**

Gold Priority Pass

Silver Priority Pass

Bronze Priority Pass

No Priority Pass

The Association strive to meet everyone's needs and aspirations, however the Association cannot transfer everyone who applies because there is not always suitable vacancies. Whilst we try our best to meet out tenant's needs on some occasions this might not be possible even though the tenant may meet all the conditions, a suitable vacancy may not arise within the Association stock.

Properties will be allocated as per the Association's Policy, however the Association has agreed to allow up to 20 properties in any one year to transfers applicants this may result in the Association bypassing some applicants on the waiting list. Any bypasses must be authorised by the Housing Manager or Director of Housing Services.

### **3. Suspensions**

We may suspend a tenant's application in the following circumstances:

- If they are currently subject to legal action by us for housing debt or anti-social behaviour.
- If the tenants property fails to meet a reasonable standard of repair. Prior to an offer being made transfers are subject to a home visit and house inspection to check the property for damage, unauthorised alteration or poor decoration. Should the property fail to meet an appropriate standard the tenant will be advised of the reason/s for the property failing and their application will be suspended pending completion of the necessary works and reviewed thereafter.

Further information please refer to the Association's Suspensions Policy

### **4. The Role of the Housing Management Department**

The processing of transfer applications is the responsibility of the Customer Service Team. The Customer Service Team will also offer advice and assistance to tenants wishing to complete a transfer form.

The Housing Assistants will ensure the quota for transfers is not exceeded.

## **5. Management Transfers**

There may be occasions when we need to move one or some of our current tenants. This might, for example, be if a property or properties are being demolished or where repairs will take a long time to complete or there may be occasions where we may need to move a tenant because of a serious housing management problem. For further information please refer to the Management Transfer Policy

## **6. Appeals Process**

Any applicant unhappy about a decision relating to a transfer must submit a written appeal to the Housing Manager within 28 days of receiving the decision. The Housing Manager will review the decision and reverse any aspect which is felt to be unfair or contrary to this policy.

If the decision remains the same, the applicant will be given written reasons for this.

If the applicant is still dissatisfied they will be able to use our Complaints Policy to take their concerns forward. A copy of this policy is available from our Customer Service Team.

## **7. Equal Opportunities**

The Association through the Transfer Policy will act in a manner that encourages equal opportunities and complies with all relevant equal opportunities requirements. The Association's Equalities Policy provides further information on these and the Association's approach to equalities issues.

## **8. Monitor and Review**

This policy will be reviewed every 4 years or earlier if deemed appropriate. In order to monitor the level of transfers, a report will be prepared on a quarterly basis for the Housing Services Sub Committee. The report will include:

- The number of transfer applicants rehoused in the previous quarter