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MANAGEMENT TRANSFER PROCEDURE

PLACES FOR PEOPLE SCOTLAND

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INTRODUCTION

Customers will only be offered a management transfer move if their life is at risk of harm either physically and/or mentally from an external source. Management Transfers will only be approved in exceptional cases. Management Transfers may not be considered where the tenant deliberately did or failed to do something which has led to the risk.

Customers will only be put on the management transfer list under the following circumstances: severe harassment/abuse/violence that has been confirmed by Police or Social Care Direct.

Our Management Transfer list should be a small list and regularly maintained by all Housing Officers.

ELIGIBILITY

There are different criteria of eligibility depending on the reason for moving a customer:

Harassment/Violence: we would need to receive a Police recommendation that advises the customer (including household members) are receiving threats or their live could be at risk.

Domestic Abuse: refer to Domestic Abuse procedure – HM PRO: DOMESTIC ABUSE. We don’t require evidence of domestic abuse but where possible we would encourage the victim to remain in the property and we would look at additional security measures. We would also encourage customers to engage with appropriate support.

There will be occasions that we will not be able to complete a pre-termination inspections in extreme situations. For domestic abuse cases this will not always be possible but Housing Officers should try and gather as much information about the property as possible. This will be helpful when completing a DTBV.

ADVICE FOR CUSTOMERS

A customer being considered for a management transfer must be encouraged to register for other housing options. A move through our Management Transfer list may not happen immediately as it will be dependent on stock availability. Staff should discuss;

* Temporary Accommodation with the Local Authority – where the customer is an immediate risk, we should help the customer contact their Local Authority
* EdIndex – registering and bidding
* Home Search Scotland (East, West and Midlothian) – registering and bidding
* House Exchange (providing there is no increase to the risk faced by the customer by placing their details on this list) – applying and bidding
* Application to the Local Authority in areas where we do not operate Home Search Scotland (Stirling, East Dunbartonshire, Clacks and Falkirk)

Housing Officers must advise customers that they will have to move out of the area they are in. Customers who want to remain in the area will not be put on our Management Transfer list.

Customers need to be advised that they need to be flexible about choice of area and consideration must be given to the availability of our stock. The customer may be removed from the Management Transfer list if we consider that the customer is being too restrictive about their housing options. Housing Officer must agree this with their Housing Management Team Leader.

MANAGEMENT TRANSFER REQUEST

The Housing Officer is responsible for gathering sufficient evidence to support a customer being added to the Management Transfer list. All management transfer requests must be approved by a Housing Management Team Leader before being put on the management transfer spread sheet. Housing Officers should complete the [Management Transfer Request Form](#Mantrans_Req) for the Team Leader to approve

With the exception of domestic abuse, Housing Officers will require evidence that a customer’s (tenant or member of household) life is at risk, from an external source. This needs to be confirmed in writing from Police Scotland and/or Social Work. We may take recommendations and guidance from other external agencies, this need to be discussed with a Housing Management Team Leader.

If a Housing Officer does not receive any information to support that a customer’s life is at risk the Housing Officer must explain this to the customer stating we have no evidence to support in their life is at risk. They should confirm their conversation in writing using the [Management Transfer Request](#Mantrans_Request) Letter.

Once the Housing Officer has received confirmation that a customer’s life is at risk the Housing Officer needs to meet with the customer. This can be done by a face to face meeting or over the phone depending on the circumstances. The Housing Officer should discuss housing options and give suitable housing advice. The Housing Officer should ask the customer about their preferences for rehousing, i.e. area, size or property and any other factors that would affect the type of property that could be offered. It should be noted that a customer cannot specify property type and whilst we will make every effort not to disadvantage the customer (by moving from a house to a flat for example) we cannot guarantee property type and refusals on this basis are not acceptable.

MANAGEMENT TRANSFER APPROVAL

The Housing Management Team Leader will discuss each case with the Housing Officer and issue a decision on the form. The Housing Officer will follow this up by issuing an [approval letter](#Mantrans_Approval) to the customer.

When a case is approved the Housing Officer will add the details to the Management Transfer spreadsheet within the Management Transfer Team on MS TEAMS. The Housing Officer and Lettings and New Tenancy Team will work together to secure a suitable offer as quickly as possible. Once a property has been identified the Lettings and New Tenancy Officer will arrange to view the property with the customer. If the customer accepts the End of Tenancy Procedure should be followed [HM PRO - End of Tenancy.docx](HM%20PRO%20-%20End%20of%20Tenancy.docx).

The Housing Officer, where possible, should carry out a pre-termination inspection to ensure that the property, garden and any associated communal areas meet the Home pledge standard. This may be relaxed by the Housing Management Team Leader in exceptional circumstances.

MANAGEMENT TRANSFER REFUSAL

All customers on the Management Transfer list will be given a maximum of two offers. Refusals must be recorded on the Management Transfer spreadsheet and after a first refusal a [first refusal letter](#Mantrans_Refusal) must be issued and a copy saved on the tenancy file. In the event of a customer refusing a second offer they must be moved to the removed tab on the spreadsheet and the [withdrawal letter](#Mantrans_2ndRefusal) must be issued.

MANAGEMENT TRANSFER REVIEW

The Housing Officer should diary all customers in their patch three months after they were added on to the management transfer spread sheet.

All cases on the Management Transfer spreadsheet must be reviewed every 3 months using the [Management Transfer Review Form](#Mantrans_Review). This review will involve:

* checking with the tenant, if required, that their circumstances have not improved
* checking that the property continues to meet Home pledge standard
* checking the rent account
* checking that the customer has been actively bidding for suitable properties on EdIndex/Home Search Scotland, has applied to their Local Authority and that no suitable properties are available on House Exchange

A Management Transfer Review Form must be completed for all reviews and the date of the review entered on the Management Transfer spreadsheet. Following the review the Housing Officer must take the appropriate follow-up action:

* If the review finds that the customer is still eligible for a Management Transfer no further action is required
* If the review results in the customer being removed from the list the Housing Officer must send the [withdrawal letter](#Mantrans_2ndRefusal).
* If the review is inconclusive the Housing Officer should seek guidance from the Housing Management Team Leader, make a decision and complete the Review Form as appropriate. If this results in the customer being withdrawn from the list the [withdrawal letter](#Mantrans_2ndRefusal) must be sent.

VOID PROPERTIES

When upcoming or current void properties are being offered to customers on the Management Transfer list customer the Letting and New Tenancy Officer must make it clear that they have 3 working days to decide whether they accept of refuse the property.

The void properties will then be let in accordance to our Allocation Policy.

APPEALS

If a customer is unhappy with how we have dealt with the management transfer request then this will be treated as a complaint and will be managed through our complaints procedure. Please log the dissatisfaction on Cirrus and this should be assigned to the Housing Management Team Leader at stage one. Stage two complaints will be investigated by the Housing Manager.

If a customer is unhappy with our decision then they can appeal in writing to the Housing Manager who will respond within 20 days.

MANAGEMENT TRANSFER REQUEST FORM

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Tenants Name: |  | | | |
| Joint Tenants Name: |  | | | |
| Address: |  | | | |
| Contact  Phone:  Email: |  | | | |
| Tenancy Ref No: |  | Rent Account Balance | **£** | |
| Temporary Address or contact number if not at tenancy |  | | | |
| Reason For Management Transfer Request (Tick Applicable) | Severe Harassment/Abuse/Violence  Police or Social Work Recommendation  Domestic Abuse | | | |
| Property Condition  (Tick Applicable) | Good  Fair  Poor | Garden Condition  (Tick Applicable) | | Good  Fair  Poor |
| Date Social Work Referral Submitted (if appropriate): | | | | |
| Have you advised the customer about what they can do? | Register on EdIndex/ Home Search Scotland/Apply to Council  Register on Homeswapper/House Exchange  Actively bid for properties  Contact suitable agency for support(refer to Domestic Abuse Procedure if appropriate)  Contact Temporary Accommodation | | | |
| List any support agencies the customer is engaging with: |  | | | |
| Housing Officer | Date: | | | |
| Team Leader Decision: Approved/Refused | | | | |
| Team Leader Comments |  | | | |
| Team Leader Signature:  Date: | | | | |
| Date Letter issued to customer |  | | | |
| **Property Requirements** | | | | |
| Size of property required |  | | | |
| Areas Considered |  | | | |
| Additional requirements i.e. medical need for ground floor or specific heating |  | | | |
| Any information that might assist the lettings team to find them a suitable property |  | | | |
| Date Added Management Transfer list on MS Teams |  | | | |

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| --- | --- | --- | --- |
| Our Ref: |  |  |  |
|  |  |  |  |
| Date: |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  | **Housing Management** | |
|  | 1 Hay Avenue | |
|  | Edinburgh | |
|  | EH16 4RW | |
|  |  |  |
|  | Telephone: | 0131 657 0600 |
|  | Fax: | 0131 657 0700 |

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| --- |
| Dear |
|  |

I am pleased to advise that your request for a Management Transfer has been approved. Based on the choices you have made I will try to make you an offer of housing which meets your needs, this will be dependent on a suitable property becoming available.

A Management Transfer is only one option to resolve your housing situation and you should actively consider other housing options. Please be aware that I cannot guarantee that you will be rehoused quickly. If you refuse two offers of accommodation which meet your needs you will be withdrawn from our management transfer list.

To increase your housing options I advise you to register with:

* EdIndex (for properties in Edinburgh) - <http://keytochoice.scotsman.com>
* Home Search Scotland (for properties in East, West and Midlothian) – [www.homesearchscotland.co.uk](http://www.homesearchscotland.co.uk)
* Homeswapper (mutual exchange) – [www.homeswapper.co.uk](http://www.homeswapper.co.uk)
* House exchange (mutual exchange) - [www.houseexchange.org.uk](http://www.houseexchange.org.uk)

If you wish to discuss your housing options in more details please contact me on 0131 657 0600.

Yours sincerely



Housing Officer

Email: CREHousing@placesforpeople.co.uk

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| --- | --- | --- | --- |
| Our Ref: |  |  |  |
|  |  |  |  |
| Date: | 30 November 2021 |  |  |
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|  |  |  |  |
|  |  | **Housing Management** | |
|  | 1 Hay Avenue | |
|  | Edinburgh | |
|  | EH16 4RW | |
|  |  |  |
|  | Telephone: | 0131 657 0600 |
|  | Fax: | 0131 657 0700 |
|  |  |  |  |
|  | **Management Transfer Request** |  |  |

Dear

You requested that we give you an emergency move because of INSERT REASON.

I am not in a position to offer you an emergency move because we have no support from Police Scotland, Social Care Direct or an external agency- please specify that your life is at risk by remaining in your home.

To increase your housing options I advise you to register with:

* EdIndex (for properties in Edinburgh) - <http://keytochoice.scotsman.com>

Home Search Scotland (for properties in East, West and Midlothian) - [Www.scotlandhomesearch.co.uk](http://Www.scotlandhomesearch.co.uk)

* Your local Council (for properties in Stirling, East Dunbartonshire, Clackmannanshire and Falkirk)
* Homeswapper (mutual exchange) – [www.homeswapper.co.uk](http://www.homeswapper.co.uk)
* House exchange (mutual exchange) - [www.houseexchange.org.uk](http://www.houseexchange.org.uk)

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Yours sincerely

**(Name)**

Housing Officer

Email: CREHousing@placesforpeople.co.uk

MANAGEMENT TRANSFER REVIEW FORM

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Tenants Name: |  | | | | |
| Joint Tenants Name: |  | | | | |
| Address: |  | | | | |
| Tenancy Ref No: |  | Rent Account Balance | | £ | |
| Date of Review: |  | | | | |
| Reason For Management Transfer  (Tick applicable) | Severe Harassment/Abuse/Violence  Police or Social Work Recommendation  Domestic Abuse | | | | |
| Property Condition  (Tick applicable) | Good  Fair  Poor  Unknown | | Garden Condition  (Tick Applicable) | | Good  Fair  Poor |
| Reviewed by: |  | | | | |
| Date: |  | | | | |
| Decision  (Tick applicable) | Retain  Remove | | | | |
| Has the customer been:  (Tick applicable) | Registered on EdIndex/Home Search Scotland/Apply to Council  Registered on Homeswapper  Actively bid for properties  Contact Support Agency  Contact Temporary Accommodation | | | | |
| Team Leader Signature: |  | | | | |
| Date Letter issued to customer: |  | | | | |
| Date removed from Management Transfer List |  | | | | |

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| --- | --- | --- | --- |
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| Date: | 30 November 2021 |  |  |
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| --- |
| Dear |
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| **Management Transfer – First Refusal** |
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You were placed on our Management Transfer list on INSERT DATE seeking alternative accommodation.

You recently refused an offer of alternative accommodation at <insert address offered>. Please note that you will only be made a maximum of two offers and if you refuse the next offer you will be removed from our Management Transfer list.

To increase your housing options I advise you to register with:

* EdIndex (for properties in Edinburgh) - <http://keytochoice.scotsman.com>
* Home Search Scotland (for properties in East, West and Midlothian) – [www.homesearchscotland.co.uk](http://www.homesearchscotland.co.uk)
* Your local Council (for properties in Stirling, East Dunbartonshire, Clackmannanshire and Falkirk)
* Homeswapper (mutual exchange) – [www.homeswapper.co.uk](http://www.homeswapper.co.uk)
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Yours sincerely

**(Name)**

Housing Officer

Email: CREHousing@placesforpeople.co.uk

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| --- | --- | --- | --- |
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|  |  |  |  |
| Date: | 30 November 2021 |  |  |
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|  |  | **Housing Management** | |
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|  | Telephone: | 0131 657 0600 |
|  | Fax: | 0131 657 0700 |
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| --- |
| Dear |
|  |
| **Management Transfer Two Refusals** |
|  |

You have refused two offers of alternative accommodation and you will now be removed from our Management Transfer list.

To increase your housing options I advise you to register with:

* EdIndex (for properties in Edinburgh) - <http://keytochoice.scotsman.com>
* Home Search Scotland (for properties in East, West and Midlothian) – www.homesearchscotland.co.uk
* Your local Council (for properties in Stirling, East Dunbartonshire, Clackmannanshire and Falkirk)
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If you wish to discuss your housing options in more details please contact me on 0131 657 0600.

Yours sincerely

**(Name)**

Housing Officer

Email: CREHousing@placesforpeople.co.uk