

Homes Plus Management Transfer Policy

Policy Author: [REDACTED]	Policy Valid From: 23/05/2022
Policy Approved Date: 09/06/2022	Policy Review Date: 31/07/2028

Policy/Strategy Control Statement

1	Document Title	Homes Plus Management Transfer Policy
2	Date of Document (Created Date)	30/11/2023
3	Service Lead	[REDACTED]
4	Author	[REDACTED]
5	Date Approved and approved by who i.e. Service Delivery Project Board, Executive, Group Board, etc.	31/07/2022
6	Date last reviewed	9/6/22 new policy drafted
7	Amendment record	N/A
8	Next review date (Planned review Date)	31/07/2028
9	Staff Consultation	N/A
10	Other Services Consultation	Lettings and Marketing & Regulation
11	Customer Consultation	N/A
12	Equality Impact Assessment: insert priority as agreed with E/D team, Insert date copy of EIA sent to E/D team.	Approved
13	Confirm that document meets current legislative requirements	Yes
14	Further Information/Comments	No
15	Sign off of statement by Author and Service Lead (name and date):	

Policy Applicable To

Business Area: Homes Plus
Applicable to: Homes Plus

Amendment Sheet Record

Revision Date	Description of Changes	Approved By	Date Approved
10 May 22	The purpose of this policy is to provide guidance in ensuring that a consistent and equitable approach is used by all Housing Management when dealing with applications for a Management Transfer.	[REDACTED]	23 May 22
01 Nov 23	Additional section added to detail the Exceptional Management transfer process	[REDACTED]	30 Nov 23
01/07/2025	Redraft Policy to include HOS determinations and legislative changes		

Please summarise the current policy requirements and how this is changed in the new policy.

The current policy needed amending to reflect key legislative changes and Housing Ombudsman Service (HOS) recommendations

Please explain the reason for changes/improvements/new policy.

HOS recommendations

Please explain any new actions required to put the policy changes into practice.

A Group wide roll out will be required.

CONTENTS PAGE

Introduction	Page 3
Purpose	Page 3
Scope and Application	Page 4
Definitions • Priority Management Transfer • Managed Move	Page 4 Page 5
Responsibilities	Page 6
Offers	Page 7
Complaints/Appeals	Page 8
Data protection	Page 8
Equality and Diversity	Page 8
Review	Page 8

Introduction

Places for People Group's commitment to and vision for Customers is framed by and aligns with our Because Community Matters strategy, and People and Customer Promises.

The purpose of this policy is to provide guidance in ensuring that a consistent and equitable approach is used when dealing with applications for a Priority Management Move or a Managed Transfer.

Purpose

The purpose of this policy is to set out our approach to interacting, supporting and managing customers requiring a managed move to ensure we deliver constant fair and good outcomes for all customers across the Places for People Group.

This policy sets out the definitions of a Priority Management Move and Managed Transfer, sets our approach for achieving fair and good outcomes for customers and sets out the controls for delivery.

Scope and Application

This policy applies to all Places for People customers.

Some Local Authorities would need to approve transfers first due to the nomination rights agreed ie Norwich – speak to your local lettings team for clarification.

Seaside and Country Homes customers can only be considered for a move to general needs accommodation . If they want to stay in their SSCH home they need to apply via SSCH directly with assistance from their CHM.

At Places for People, we are committed to ensuring that Customers receive the support they need, without unnecessary repetition or barriers. Our approach is grounded in Customer inclusion, with a specific focus on those who may face the greatest risk of harm or unfair outcomes

In the management of managed moves, we will consider the unique needs, experiences and circumstances of vulnerable customers who will be affected by this policy and make reasonable adjustments to ensure customers are not disadvantaged.

Definitions

PRIORITY MANAGEMENT TRANSFER

A Priority Management Transfer is for **urgent** circumstances which are not adequately reflected within local Councils' allocations processes or through our transfer section of the Lettings policy. A Priority Management Transfer should be considered only where the problem cannot be resolved by normal housing management action under the tenancy conditions.

Examples of possible cases where a Priority Management Transfer might be appropriate:

- Court cases where the perpetrator is released to a nearby address, over which Places for People has no control. As a result of the perpetrator living nearby, the victim is caused further distress and the evidence has been supplied.
- Fleeing domestic abuse and the customer needs to move away from the current area that they live, and evidence has been supplied from the local Police or equivalent.
- Disposal – if we have approved disposal of the customers home and need to move them out to facilitate this under our Asset Strategy
- Urgent Medical Reasons – a catastrophic medical event that would make the customers current home unsafe and/or not practical ie: amputation, significant loss

of mobility , a customer may not be able to be discharged from hospital and/or there is a serious health and safety risk for them to remain in their current address.

- Adaptations – where a customer needs urgent adaptations, but the property is not suitable for this to proceed.

MANAGED MOVE

A Managed Move is for circumstances which are not adequately reflected within local Councils' allocations processes and should be considered only where the problem cannot be resolved by normal housing management action under the tenancy conditions.

Examples of possible cases where a Managed Move might be appropriate:

- Downsizing - customer is under occupying their home and/or is in financially difficulties because of the size of the property due to rent and utility costs. We would make an offer based on housing needs.
- Victim of anti social behaviour where the Community Safety Team have agreed that the matter can only be resolved with a managed move with Police evidence and support.
- Complex cases that do not quite meet the criteria but are approved by a member of SLT or Exec for other reasons.
- Disrepair - in exceptional cases where their current property is in disrepair and a Decant is not a viable option, a Management Transfer can be considered with approval from a director or Head of Service. Information of the properties condition, repairs history and why a Decant is not appropriate must be provided. Approval must be sort before this option is offered to the customer.
- Long term Temporary Move – if a customer is decanted out of their property for over 6 months into one of our empty homes we will consider making this permanent via the managed move process.
- In exceptional circumstances when a case doesn't fit other criteria and/or where there is a request by partner agencies involved with an individual or family via a local partnership meeting ie MARAC – we will consider if a move is appropriate.
- Overcrowding – the customer's family is severely overcrowded and in need of additional three bedrooms. In instances of a need of an additional two bedrooms, the case will need to be supported by external supporting evidence and agreed by a Senior Manager.

Responsibilities

For all moves the process is the responsibility of the Communities Teams who must ensure they :

- Understand your stock , what we have in the areas required for a move , using GIS maps /reporting/KPI's and Local Authority areas to decide on the best options for a successful move for the customer.
- Give realistic advice about what limits we have regarding personal choice ie a downstairs bathroom, 2 toilets, a garden etc. A property might not meet what they have now and we may not have what they are looking for in the location of choice.
- Consider as many locations as possible.
- Gather evidence and statements of support – provide every document required on the application form as these will not be considered with missing information
- Conduct a full Property Inspection with photos and if property does not meet acceptable standard advise on the application form what steps are being addressed to resolve this. The property inspection form must be sent with the application form.
- Manage customers' expectations and requirements with regards timescales, 6 monthly reviews including a further property inspection , continuing to pay off any rent arrears and any other communication when required
- Advise the customer whether the application has been successful or not
- Ensure approval on the forms are from a Head of Communities or equivalent
- Make sure the customer meets Right to Rent
- Review the Management Transfer every 6 months
- Advise the customer of the Recharge policy and the condition we expect the home to be left should we be able to help with a move

- Where the customer does not meet the criteria for a move, the Communities Teams team should offer comprehensive advice on what other options are available to them locally and within our processes.
- Consider applications where customers have rent arrears – this will need to be agreed with the accounts team Regional Manager.
- Consider applications without supporting evidence if this will delay an approval – we will accept a recommendation form a Community Safety Area Manager in these cases.
- Do NOT consider applications from customers we are taking legal action against for breach of tenancy
- For managed moves submit proof that the customer is actively seeking rehoming via other avenues such as the local housing register, mutual exchange or the PfP website.
- In addition to the 6 monthly property inspection/review - review the application after 12 months and decide if we should leave the case on the list or accept we are unable to help due to the nature of our stock.
- Consider that moving an alleged perpetrator cannot be ruled out and we will consider this in limited circumstances – these cases will be led by the Community Safety Team and approved by a Director or equivalent.
- Make the customer aware that they will need to pay the first 2 weeks rent upfront and that they will need to cover any moving costs. We can assist by signposting to any local charities or projects but we cannot cover the cost.

Offers

The offer will normally be on a like for like basis however, if the customers circumstances have changed the offer will be made based on their housing need.

- We can make more than one offer if we agree that there is a genuine and justifiable reason for refusal. This will need approval by an Area Manager or equivalent for them to remain on the list.
- In the case of those fleeing violence or harassment the new home does not always have to be in a location some distance away. We will

consider more local locations if there is a need for medical, special school or care requirements and professionals involved in the case agree to this.

- The offer will be subject to local letting plans and the lettings policy criteria.

Complaints/Appeals

If a customer has an application refused and feels the policy has not been fairly applied to them, they should contact the Customer Focus Team and have the matter reviewed via the Complaints Policy.

Data Protection

We collect, process, and retain personal data to help our business operate and to have information available when we need it. We will ensure that personal information is handled properly.

Equality and Diversity

We are committed to provide the best quality, best practice, and best outcomes in the delivery of our services to customers. We pay due regard to the legal requirements of the Equality Act 2010 and the Human Rights Act 1998 and ensure that our services and employment practices are free from discrimination.

Review

This policy will be reviewed every 3 years unless there is a need to review the policy in step with changes to the operational environment or changes to relevant legislation and regulation.