

Doc Number: 3-23a	Lead: Manager, Housing Services	Last Full Review: August 2026
Tick one of the below for review/changes made: Full review and changes made ☒ (add changes summary to table below) Full review, no changes made ☐ Changes made but no full review ☐ (add changes summary to table below)		Reviewer / Editor: Manager, Housing Services Changes Approved By: N/A Reviewed and edited in-line with the Beacon? ☒ Yes ☐ No

Move On Policy

Document Change Details

Date	Summary of Changes Made
October 2023	All policies and procedures revert to version 01, as approval process & version control moved to Sharepoint. Version number no longer shown on the document. New front sheet.
June 2025	Amended in line with the Beacon. No major changes. Responsibilities added
August 2026	Policy and Procedure Split

1.0 Purpose

To provide a clear and transparent rationale for how and when we will support tenants to move on from accommodation-based support services.

To ensure that tenants are offered appropriate support to access move on accommodation.

To ensure that tenants are made aware of the need to move on from the property within an agreed timeframe, and that conversations around move-on between the tenant and support provider are maintained throughout the term of the tenancy.

To ensure that we maximise independence for tenants and meet contractual requirements to support them to move on to alternative accommodation.

2.0 Introduction

Our main aim in managing supported housing is to provide tailored support packages that enable tenants to reach their full potential and develop their independent living skills. For many tenants the focus and duration of support is to assist them to reach the stage where they can manage a tenancy without the need for additional support.

Many of our properties form part of accommodation-based support services that are contracted and funded by local authorities that include an expectation to support tenants to move on.

The duration of support, and the expectation to move on, varies for each contract. The expected timescales for move on will be communicated to the prospective tenant when we offer a property to them.

3.0 Policy

To ensure that our accommodation is best utilised to meet the needs of existing and future tenants, we will offer assured shorthold tenancies that reflect the temporary nature of the accommodation.

As tenants develop independent living skills, and reduce their need for housing related support, they may be required to identify, with support if needed, alternative accommodation outside of our ownership or management.

We are committed to ensure that the transition to independence happens in a structured way which enables the tenant to benefit from a planned programme of resettlement and/or graduation from the support service.

Preparing for and identifying potential options to secure move on accommodation will be an important part of the tenant's support plan. The support plan is developed in consultation with the tenant and will contain specific actions to prepare and to support the tenant to move on.

Support plans will be regularly reviewed with the tenant. The support plan forms part of the support agreement that is agreed between the Resettlement Support Officer (RSO) and the

tenant at the start of their support. This agreement sets out the expectations for the tenant to engage with support including support to move on.

An indicator of readiness to move on will normally be that a tenant holds a clear rent account as well keeping their property in a reasonable condition and allowing access for essential compliance and maintenance. In many instances tenants may “move on” by remaining in their current accommodation by becoming a general needs tenant of the head landlord (known as a hand back). The tenant will need to be willing to abide by the terms of their future landlord.

Where a tenant has arrears, but is actively engaging with support to address these, we will continue the tenancy until the arrears are paid off.

Where a tenant has arrears but is not actively engaging with support to reduce these, action will be taken in accordance with the rent arrears policy and procedure.

Wherever possible, if a tenant fully engages with support to identify suitable move on accommodation, we won't begin legal action to bring a tenancy to an end.

In some cases, it may be necessary to serve notice on the tenant so that the LA will increase their level of priority on the local housing register and ensure the move on is progressed. We may also have to serve notice to free the property up for a new accommodation-based support contract. This will be a last resort if we aren't able to provide suitable accommodation out of already vacant units.

Related Policies

[Housing Allocation Policy 3-07.docx](#)

[Tenancy Policy 3-08a.docx](#)

[Possession and Eviction Policy 3-09a.docx](#)