

Doc Number: 3-13a	Lead: Manager, Housing Services	Last Full Review: February 2025
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: Manager, Housing Services Reviewed and edited in-line with the Beacon? ☒ Yes ☐ No

Transfer 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
January 2025	Wording changed in line with the Beacon. Changes to role titles. Definitions inserted. No changes in procedure
February 2025	Roles & Responsibilities. HHSRS crowding and space

1.0 Purpose

To have a clear and transparent process for our tenants wishing to transfer within our stock.

To clarify our responsibilities regarding emergency transfer requests.

To explain how decisions regarding transfer requests are made.

To establish when we will arrange and fund emergency accommodation.

2.0 Roles and Responsibilities

C-Suite	Overall accountability for the implementation of organisational policies
Operational Leadership Teams	Responsible for: • Ensuring the organisation has appropriate policies, procedures, standard operating procedures (SOP) and guidelines in place for the safe and effective running of the business • Ensuring policies, procedures, SOPs and guidelines remain in date and holding owners to account where this is not the case • Overseeing the work of the Policies Group
Policies Group	Responsible for: • Reviewing new, or major revisions to policies and procedures • Ensuring the content is workable and proportionate • Supporting the author in implementation and communication • Ensuring policies and procedures align to the Beacon

3.0 Non-emergency transfer requests

A transfer request from a tenant is where they no longer wish to remain in their current property but do want and need to continue to receive accommodation-based support.

Where a tenant can manage a tenancy without additional support, [Move on Policy and Procedure 3-23.docx](#) will apply.

We can only directly manage transfers within our own housing stock (where we own the property or hold it on a long leases).

The responsibility for transfers is dependent on the tenure we hold on the tenant's property.

Transfers are discretionary and may be offered when:

- the tenant needs a greater level of support than we can provide.
- the tenant wants to move to be near friends, family, college, or work
- the property is no longer suitable for their physical or emotional needs
- reasonable attempts to resolve neighbour disputes have been unsuccessful.
- the property doesn't provide adequate space for sleeping and living.

Requests must be considered on a case-by-case basis and weighed against the cost of void works to two properties, which would result from an internal transfer.

Tenant should write to their Housing Officer (HO) to request a transfer and include their reasons and property and location preferences.

The HO will consider the root causes of the issues faced by the tenant, including any vulnerabilities or past traumas which make them open to additional stresses in their current home. The HO will make recommendations to the Manager, Housing Services to approve or decline the request.

The HO must inform the tenant of the outcome within 28 days.

If an application is declined, the tenant will be informed of their right to appeal to the Director of Housing and Assets to review the decision.

Requests will only normally be approved if the tenant has a clear rent and recharge account, both at the point of request and nomination. Tenants causing anti-social behaviour (ASB) will not be considered for a transfer whilst an ASB case remains open. Exceptions will be at the discretion of the Manager, Housing Services.

When a request is made due to ASB, we will manage the issue by following our ASB procedure. We aim to resolve most cases of ASB in this way and will only consider a transfer request in exceptional circumstances, or where we think there is a serious risk of harm to the victim.

If a tenant requesting a transfer is experiencing ASB, the HO will support and empower them to provide the evidence we need to take the case forward.

Where we own a property (or hold a long lease)

We will act as the main landlord and hold responsibility for the allocation process. For some of these properties, we are subject to a 100% nomination agreement. In these cases, any vacancy needs to be made available to the local authority (LA).

If a tenant, living in one of these properties, makes a reasonable transfer request, the HO will work together with the LA to see whether the nominations agreement will:

- allow for such a transfer
- or whether the LA would be willing to make an exception in this case.

We are not able to transfer a tenant directly where we hold a short-term lease of the property from a LA or partner RSL (Independent Living Schemes). If we consider the request to be reasonable, and we are happy to bear the costs of resulting void works, we will support the tenant to approach the LA or head landlord.

Support during and after the transfer

When a tenant transfers, where possible we will provide a resettlement service to assist them in settling into their new property (e.g. support with utility bills or benefit applications). This will depend upon the availability of support in that area. We will not assist tenants financially with the cost of the move.

4.0 Emergency transfer requests

These requests may happen for the following reasons:

- serious harassment by a neighbour

- witness to an illegal activity which places tenant at risk and there has been police involvement
- victim of domestic abuse
- other incidents that make a tenant very vulnerable, either physically or mentally.

The Manager, Housing Services must be told of emergency situations that require alternative accommodation to be secured. Serious damage to the property through fire, flood etc that result in the property being uninhabitable, will be managed as a decant.

Tenants should be told that it is the LA who has a duty to provide emergency temporary accommodation. Even so, we will support them to be assessed by a LA for emergency or temporary housing.

In areas where we do own or hold a long lease on stock, we should consider if we are able to facilitate an emergency move, where the reasons listed above apply.

In cases where a move is required due to the tenant being at risk from another person, we will require a professional recommendation from an external agency confirming that a move is needed.

Where we do not own the stock or hold it on a long lease, we will support the tenant to approach the LA for emergency or temporary accommodation.

For emergency situations where serious damage has made a property uninhabitable (fire, flood etc) the LA, working in partnership with emergency services, holds a responsibility for assessing need and providing alternative emergency accommodation. This includes out of hours emergencies out of hours.

Links to other policies:

[Move on Policy and Procedure 3-23.docx](#)

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

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

[Tenancy Procedure 3-08b.docx](#)

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

[Tenant Compensation and Payments 3-16.docx](#)

[Move on Policy and Procedure 3-23.docx](#)