



## Haig Housing Transfers: Our Policy

Haig Housing is prepared to consider transferring tenants from one property to another when their housing needs have changed. This leaflet identifies the various factors taken into consideration when assessing transfer needs.

The Trust uses a Transfer Points Scheme in order to treat all applications for a transfer fairly. The main assessment is based on:

- Medical need
- Needing to move for family support/employment
- Lack of bedrooms (based on the Housing Association Minimum Bedroom Standards)
- The need for a more appropriate property
- Under occupation

Within each heading the need is given a priority: Urgent, Medium, Low, None

Tenants of 10 years standing who have kept their home in good order and have never breached their tenancy conditions, will be given 'Gold Star' status with **medium priority** points

This leaflet is a summary of Haig Housing's Transfers Policy – a full copy of the policy is available from Haig Housing – please see over for details

## TRANSFER ELIGIBILITY

To be considered for the transfer register, tenants should meet **all** of the following criteria:

- Have held the tenancy of their present Haig property for a minimum of three years
- Be the tenant named on the tenancy agreement and in full time residence in the property
- Have a good rent payment record for 12 months
- Have no serious breaches of tenancy conditions
- Looked after their present property (and garden if applicable) to a standard which will not incur costs to the Trust to achieve a standard for re-letting

## EXCEPTIONAL CIRCUMSTANCES FOR TRANSFER

Requests for a transfer outside the criteria above can be considered. Documentary evidence will be required to confirm that:

- The size of the original family has changed making the property an unsuitable size
- A medical condition has developed or worsened There is a need to escape domestic violence or harassment
- The place of work has been relocated or a job offer is in a different location

## REMOVAL FROM THE TRANSFER REGISTER

Tenants will be removed from the transfer register if:

- Rent and any other charges are not paid regularly as they become due
- Any visitor/household member is causing nuisance, harassment or anti-social behaviour
- Any member of the household is found guilty of a criminal offence
- A Notice of Seeking Possession and/or a Notice to Quit is served
- Proceedings are initiated for anti-social behaviour
- The Trust initiates proceedings for, or obtains, a valid Court Order for Possession and/or a Money Judgement for an unpaid debt or any other breach of tenancy
- A reasonable offer has been made and refused. Re-application is possible after a year

## ADDITIONAL INFORMATION

- Tenants requesting transfers will have the opportunity to express where they would like to live
- Tenants will be visited in their home and interviewed. The tenant must make themselves available for this pre-arranged interview within Trust working hours
- Tenants will be offered one property with a right to appeal against removal from the register
- Where two households have merged, leading to overcrowding and/or under-occupation, the parties involved will be expected to resolve the problem and will not be eligible for a transfer
- The Trust will always strive to make best use of stock, honour Service affiliations and to address management issues.