

Transfer Policy

1 Purpose

This policy sets out our approach for transferring our customers to another MTVH property. We aim to increase opportunity for our social housing customers to move to more suitable accommodation in areas where we have properties available. MTVH is committed to providing a choice of quality, affordable homes that people want to live in, and operates a Choice Based Lettings (CBL) scheme.

Properties are subject to availability; MTVH cannot guarantee we will have housing stock meeting the needs of the customer. If we cannot meet the housing needs of our customers through the distribution of MTVH housing stock, we will endeavour to offer appropriate advice and assistance where possible.

Flexibility is required when considering the suitability of a property, in some cases a transfer may be an urgent requirement, therefore we may prioritise property on a like for like basis, despite not meeting the current needs of the customer.

2 Scope

The objectives of this policy are:

- To increase opportunities for residents who are in housing need. Ensuring that the needs within our communities are met, where not addressed through local housing authorities / CBL providers
- To have in place an open, understandable, customer orientated process
- To assist in the building of mixed and sustainable communities
- To give MTVH a better understanding of the demand for its homes
- To support customers affected by welfare reform changes
- To provide equality of opportunity to applicants

This policy applies to:

- All colleagues
- Customers, consultants, contractors, and suppliers
- All stakeholders and partners

This policy **does not** apply to the following processes:

- Assignments of a tenancy
- Mutual exchange
- Succession of a tenancy
- Where a new tenancy is agreed following a sole to joint or joint to sole application by an existing customer (if applicable)
- Where a Court decision is made about a tenancy, e.g. under Family Court jurisdiction
- Temporary decants
- Direct Lets (see Direct Lets Policy)

3 Our Approach

3.1 Transfer List

All eligible applicants can register on MTVH's internal transfer list. MTVH reserve the right to exclude applicants from the transfer list, in accordance with the criteria detailed in the **Transfer Procedure**. Offers to applicants will be prioritised in accordance with the banding criteria detailed in **Appendix 1 - Priority Banding Table**.



3.2 Right to Appeal

Applicants have the right to request a review of the reasonableness of the offer or refusal of housing in accordance with the process outlined in the **Transfer Procedure**. The appeal may be referred to the Allocations Panel who will review complaint and make a decision based on individual circumstances. An appeal does not interfere with an individual's right to make a complaint to the Independent Housing Ombudsman or to request an agency or organisation to make the appeal on their behalf.

3.3 Allocations Panel

A panel of senior officers will meet regularly to consider and make decisions on various allocations matters which will include:

- An assessment of an applicant's individual re-housing priority on the grounds of safeguarding and welfare needs, based on supporting evidence
- A review of allocations decisions where appeals are made against direct matches
- Complaints where access to MTVH accommodation has been refused
- Complaints regarding an applicant's priority for re-housing

3.4 Confidentiality and Information Sharing

This policy is written in accordance with the principles of the Data Protection Act. Personal information will not be divulged without permission and all information will be securely stored. It is recognised there may be occasions where appropriate information may be shared with the relevant authority, with or without the consent of the individual. The safety and interests of the individual we are supporting must come first, therefore the information we share should be relevant and proportionate.

4 Background legislation

- Housing Act
- Immigration Act

5 Our commitment to Equality, Diversity and Inclusion

In implementing this policy MTVH will not discriminate against any colleague, customer or stakeholder on the grounds of their race, nationality, gender, sexual orientation, gender reassignment status, ethnic origin, age, religion/beliefs, disability, marital status, class, socioeconomic status, and pregnancy/maternity.

6 Key Policy Information

Policy Owner	Tim Millns, Director Central Customer Services
Author	Policy Team
Approved by	Customer Services SLT
Effective from	April 2020
Approach to review	This Policy & associated Procedures will be reviewed every 3 years or sooner if legislation, regulatory changes or operational need require an earlier review. Any amendments will be appropriately consulted on and signed off before being clearly communicated to customers and colleagues.
Latest next review date	April 2023



7 Relevant forms and appendices

- Tenancy Policy and Procedure
- Lettings Policy and Procedure
- Bedroom Standard Guidance
- Housing Serious Offenders Guidance
- Under 18s Policy and Procedure
- Direct Lets Policy and Procedure
- Succession Policy
- Mutual Exchange Policy and Procedure
- Transfer Procedure
- Assignment and Other Tenancy Changes Policy
- Decant Policy and Procedure
- Provision of Housing to Staff' Procedure