

KINGDOM HOUSING ASSOCIATION LIMITED

TRANSFER POLICY

1. Statement of Intent

Most Registered Social Landlords (RSLs) and Local Authorities have policies to accommodate tenants within the stock without having to resort to the use of extensive waiting lists. Kingdom has devised a policy which is fair, meets all current statutory obligations and offers tenants who wish to transfer properties a user-friendly system in order to meet their housing needs and aspirations.

2. General Principles

We want our existing tenants to remain with us as long as possible and have user friendly procedures in order to meet their changing housing needs and aspirations. In line with our Allocations Policy we will allow up to 30% of our allocations in any one year to be from the transfer category.

We will accept transfer applications from tenants who do not have a housing need but who would like another property for personal reasons.

2.1 Criteria for Applying

Applicants who wish to apply for a transfer must fulfil the following criteria:

a) They must submit an application on the current housing application form. This must be fully completed because points are awarded in accordance with the existing allocations policy where a housing need exists.

b) If a property becomes available the tenant must allow access for a comprehensive inspection of their existing home.

2.2 Conditions for Approval

Although the list is not exhaustive, below are some of the grounds under which a transfer request may be held at pending:

a) Where the applicant has a debt attributable to any tenancy in the 5 years prior to their application which exceeds 1/12th of the annual rent and the applicant has not maintained an agreement to repay this debt for more than 3 months.

- b) Where a transfer applicant has been evicted in the last 3 years for anti-social behaviour or where the applicant or a member for their family has had an ASBO granted against them in the past 3 years.
- c) Where we have clear evidence that applicants have caused problems in any of their tenancies in the five years prior to the application.

In most instances the application will be suspended for 12 months and will be reviewed at the end of this period.

3. HOMES Mobility Scheme

Kingdom participates in the HOMES mobility scheme (or any agreed successor scheme). Kingdom tenants wishing to move to another area can be nominated through the scheme to another landlord or exchange through the Homeswap part of the scheme.

4. The Role of the Housing Services Department

The processing of transfer applications is the responsibility of Customer Services team.

The appropriate Housing Officer will ensure the quota for transfers is not exceeded.

5. Appeals Process

Any applicant unhappy about a decision relating to a transfer or a mutual exchange must submit a written appeal to the Housing Manager within 28 days of receiving the decision. The Housing Manager will review the decision and reverse any aspect which is felt to be unfair or contrary to this policy. If the decision remains the same, the applicant will be given written reasons for this. If the applicant is still dissatisfied they will be able to use Kingdom's formal complaints procedure, which is available at any of our offices.

6. Civil Partnership Act 2004

For the purpose of a transfer Kingdom will take into consideration the above legislation where a civil partnership has been registered in the terms of the Act.

7. Monitor and Review

This policy will be reviewed 5 years from the date of implementation, which will be the date the policy is approved by the Committee of Management or earlier if deemed appropriate.

In order to monitor the level of transfers a report will be prepared on a quarterly basis for the Committee of Management.

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Policy drawn up with reference to:

Housing Scotland (2001) Act
Data Protection Act (1998)
Civil Partnership Act 2004

Reference made to the following sources and other guidance:

Prepared by: Linda Hamilton

Current Policy dated December 2002

Draft 1 Circulated to Directors for review

Policy audited by Kingdom's solicitors October 2006

Sub Committee Review of Policy 12.2.07

Presented for approval to Committee of Management on 19.3.07

Policy Approved Yes

Next review date: December 2012