

Lettings and Transfer Policy
SHS Internal Transfer Procedure

- 1 An SHS tenant may phone/visit head office/ask their Community Housing Services Officer (CHSO), for a transfer form. Providing they have been in occupation for a minimum of one year they are eligible under the Lettings and Transfer policy to complete one.
- 2 A transfer form (H:Drive/Lettings) will be issued with a transfer list questionnaire (H:Drive/Lettings) to ascertain requirements from the tenant. The tenant can collect the forms from their CHSO.
- 3 The transfer form is reviewed for registration and banding, (forms H:Drive/Lettings), which is carried out by the CHSO with approval of the Community Housing Services Manager (CHSM). In the case where a decision cannot be reached it will be referred to the Operations Director.
- 4 Once the transfer form has been approved the Community Housing Assistant (CHA) adds the tenant to the transfer list database, H:/Transfers/Transfers folder/year/sheet 1, dates it, puts their banding priority on and confirms in writing to the tenant their transfer number and banding.
- 5 If the tenant's circumstances change, written evidence must be supplied. Approval for re-banding is considered by the CHSO and CHSM (re-banding form H:Drive/Lettings).
- 6 In accordance with the lettings and transfer policy, properties are let based on the highest need according to the banding system and then date order. If urgent bandings refuse, priority bandings are offered and lastly routine bandings. All refusals are recorded on the database and followed up with a letter to the tenant, letter 1 for the first refusal and letter 2 for the second refusal; the case is then suspended for 1 year, the tenant is informed and the database updated, all by the CHSO (letters H:Drive/Lettings).
- 7 When a suitable property becomes available the CHSO will contact the tenant (as set out in number 6 above) and offer them a viewing. An approve to offer form (H:Drive/Lettings) is completed and signed by the CHSO. If a decision cannot be reached it is referred to the CHSM for discussion and decision. At the viewing the CHSO will show them the property, the tenant needs to advise the CHSO within 24hours if they are going to accept or refuse the transfer offer.

- 8 Where the tenant has accepted, an appointment is made to carry out the sign up with the relevant CHSO/CHA.
- 9 The CHA will make up the sign up pack with the relevant paperwork, tenancy agreement and supporting people agreement if relevant.
- 10 All records are updated and amended by the CHSO/CHA.
- 11 The transfer list will be reviewed at least annually by the CHSM.
- 12 If the tenant does not respond to the review letter within one calendar month a reminder will be issued. If still no response, their name will be removed from the list and stored on H:/Lettings/Transfer list/year/removed applicant details/ sheet 2
- 13 An annual report will be produced by the CHSM for the OD and HOC for monitoring and reporting purposes.

Relevant documents saved under H:Drive/Lettings

- Internal Transfer Form and Questionnaire
- Approval of Banding Form
- Banding letter to applicant
- Approval of Re-banding Form
- Offer letter
- Refusal of offer letter 1
- Refusal of offer letter 2
- Case suspended for 1 year letter
- Review letter